



US009319834B2

(12) **United States Patent**
Pierce, II et al.

(10) **Patent No.:** **US 9,319,834 B2**
(45) **Date of Patent:** ***Apr. 19, 2016**

(54) **SYSTEM AND METHOD FOR PROVIDING
AUTOMATIC SUPERVISION OF EMPLOYEES
USING VIRTUAL GEOGRAPHIC ZONES**

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(*) Notice: Subject to any disclaimer, the term of this
patent is extended or adjusted under 35
U.S.C. 154(b) by 0 days.

This patent is subject to a terminal dis-
claimer.

(21) Appl. No.: **14/102,238**

(22) Filed: **Dec. 10, 2013**

(65) **Prior Publication Data**

US 2014/0099975 A1 Apr. 10, 2014

Related U.S. Application Data

(63) Continuation-in-part of application No. 13/924,395,
filed on Jun. 21, 2013.

(60) Provisional application No. 61/662,980, filed on Jun.
22, 2012, provisional application No. 61/735,402,
filed on Dec. 10, 2012.

(51) **Int. Cl.**
H04W 24/00 (2009.01)
H04W 4/02 (2009.01)

(52) **U.S. Cl.**
CPC **H04W 4/02** (2013.01); **H04W 4/021**
(2013.01)

(58) **Field of Classification Search**
CPC ... H04W 4/02; H04W 64/00; H04L 29/08657
USPC 455/456.3, 456.1, 404.2, 414.1, 422.1
See application file for complete search history.

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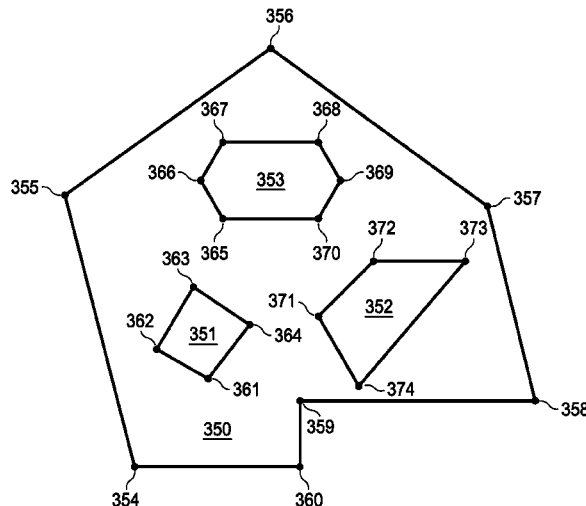
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(57) **ABSTRACT**

A system and method for user interaction includes a network, a server connected to the network, a supervisor device receiving information from a global positioning system and connected to the network, a user device receiving information from the global positioning system and connected to the network. The supervisor, having the supervisor device, defines a set of virtual geographic zones and sub-zones in which the user device is tracked, and saves the set of virtual geographic zones and sub-zones to a supervisor account on the server. The user downloads a user application, sets-up a user account, and downloads the set of virtual geographic zones and sub-zones. As the user, having the user device, moves through the virtual geographic zones and sub-zones the location of the user device is determined and a set of supervisor-defined actions are executed on the user device based on the location of the user device.

30 Claims, 16 Drawing Sheets



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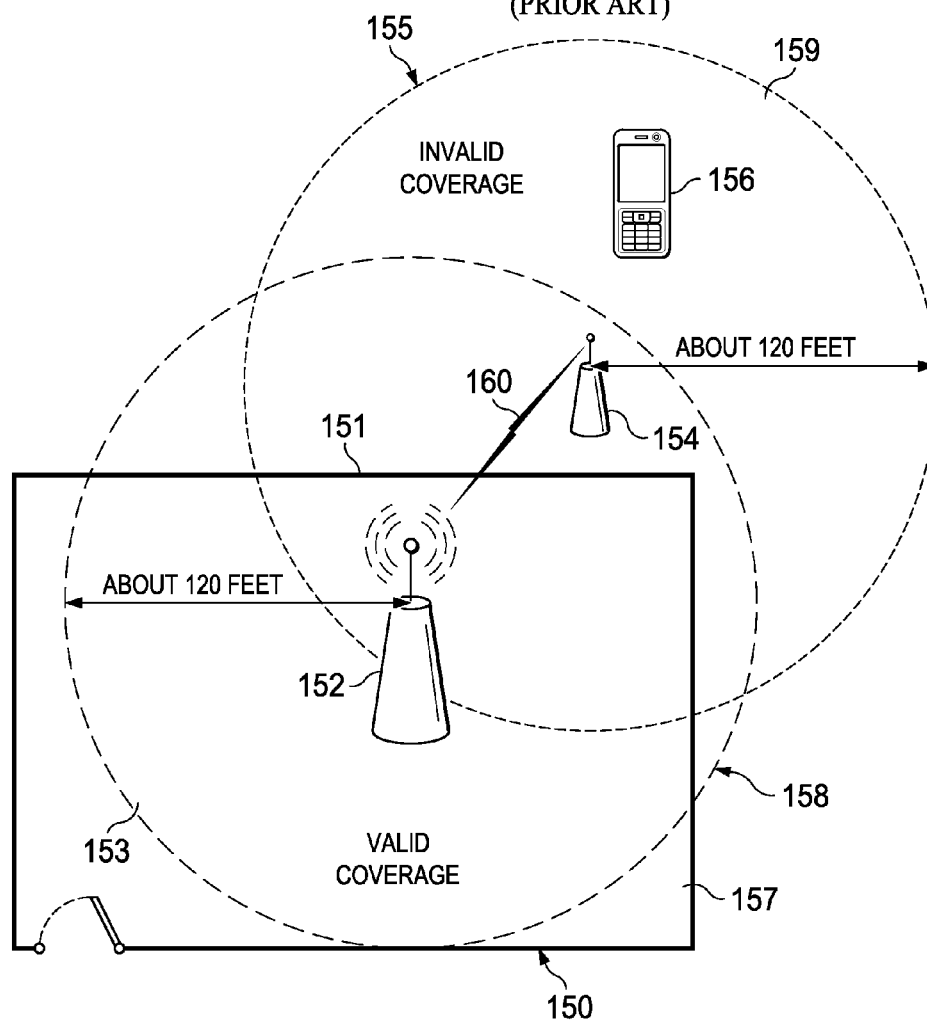
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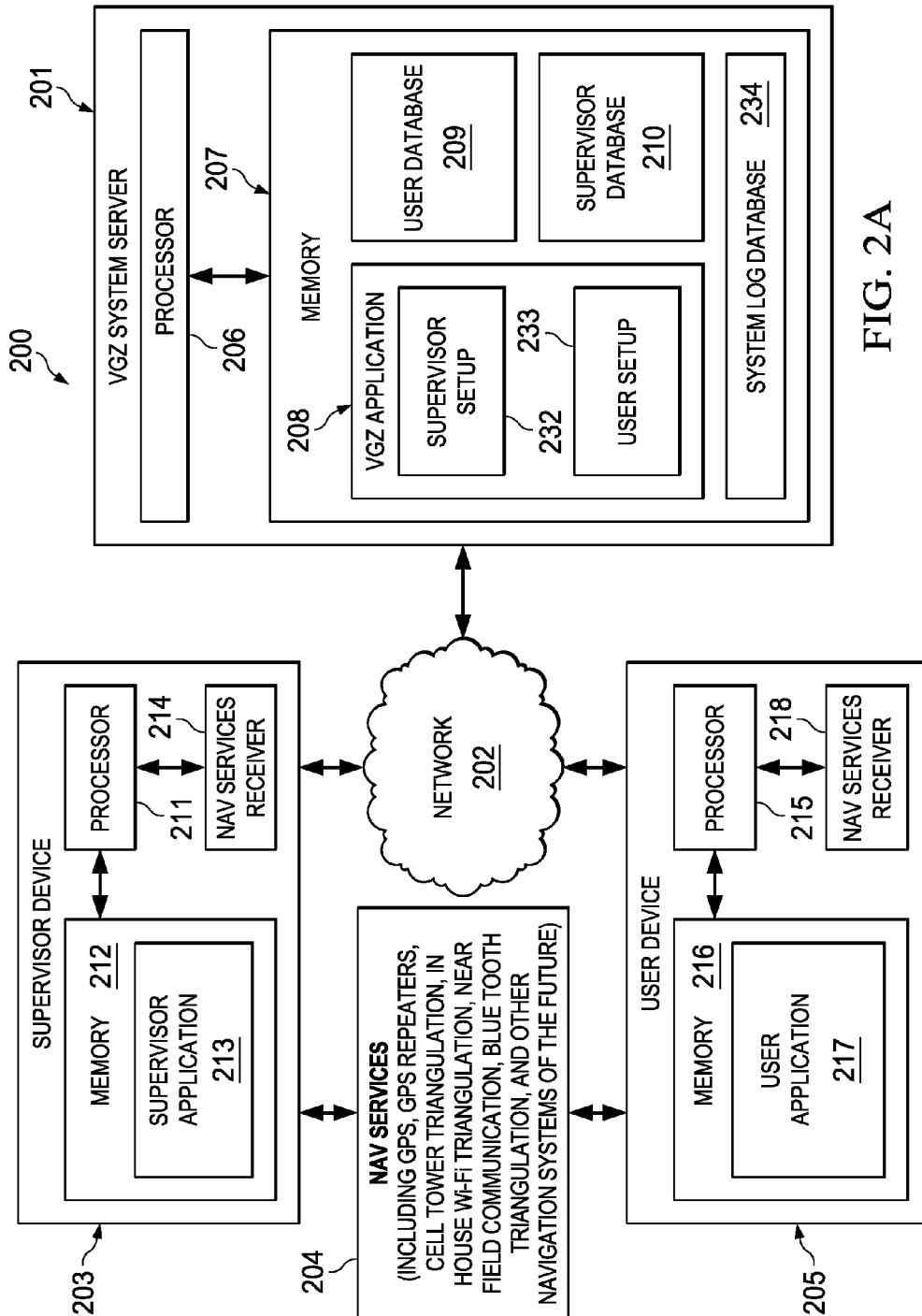
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FIG. 1
(PRIOR ART)





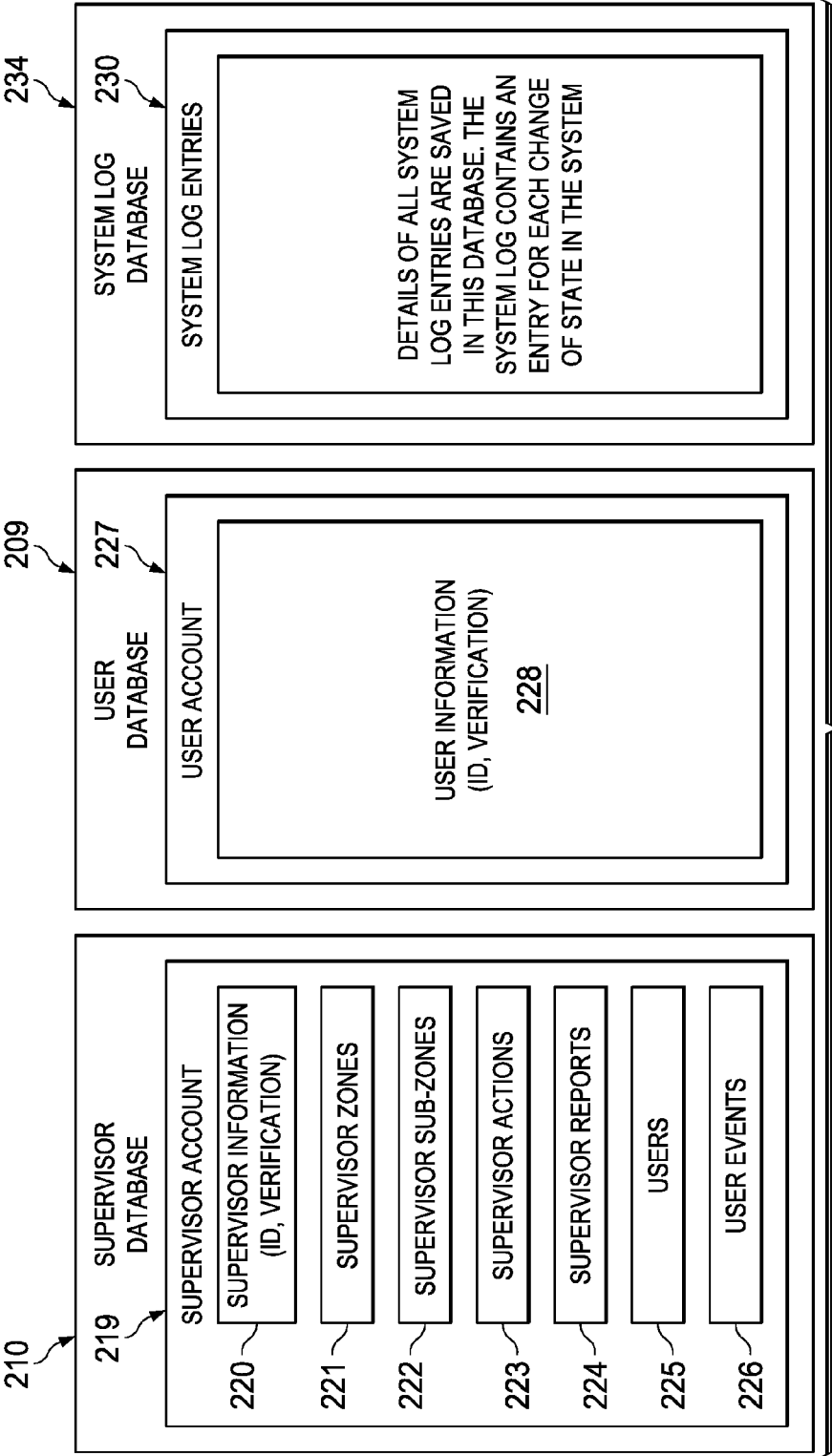


FIG. 2B

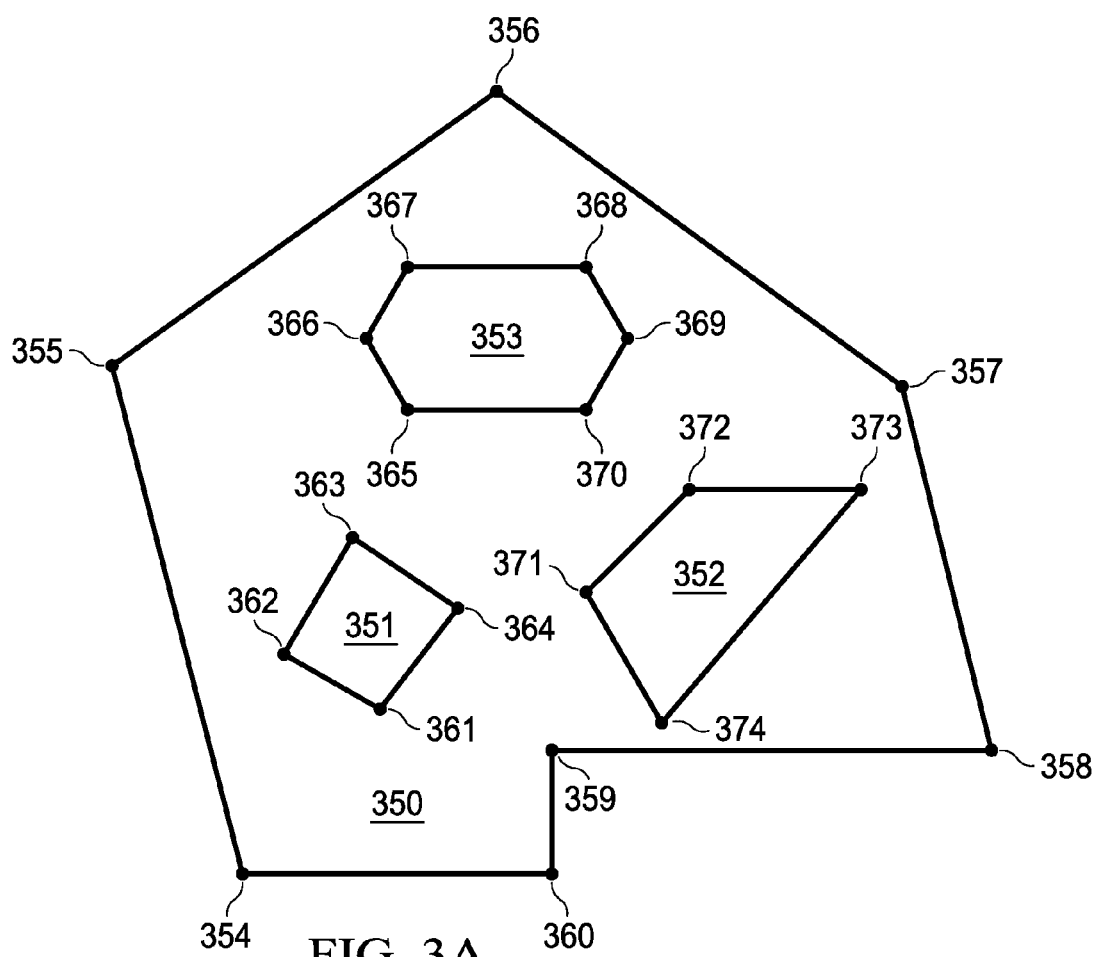


FIG. 3A

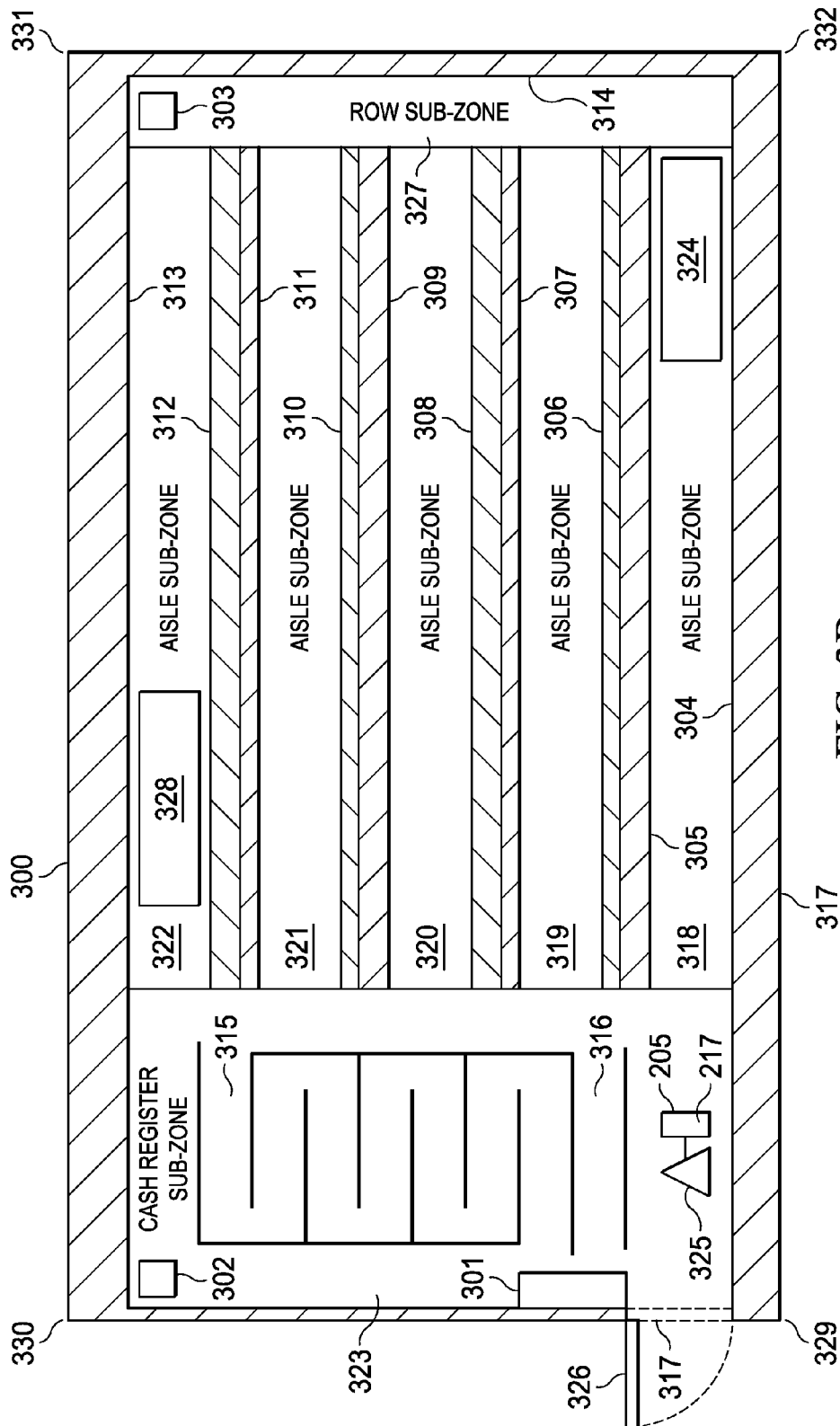
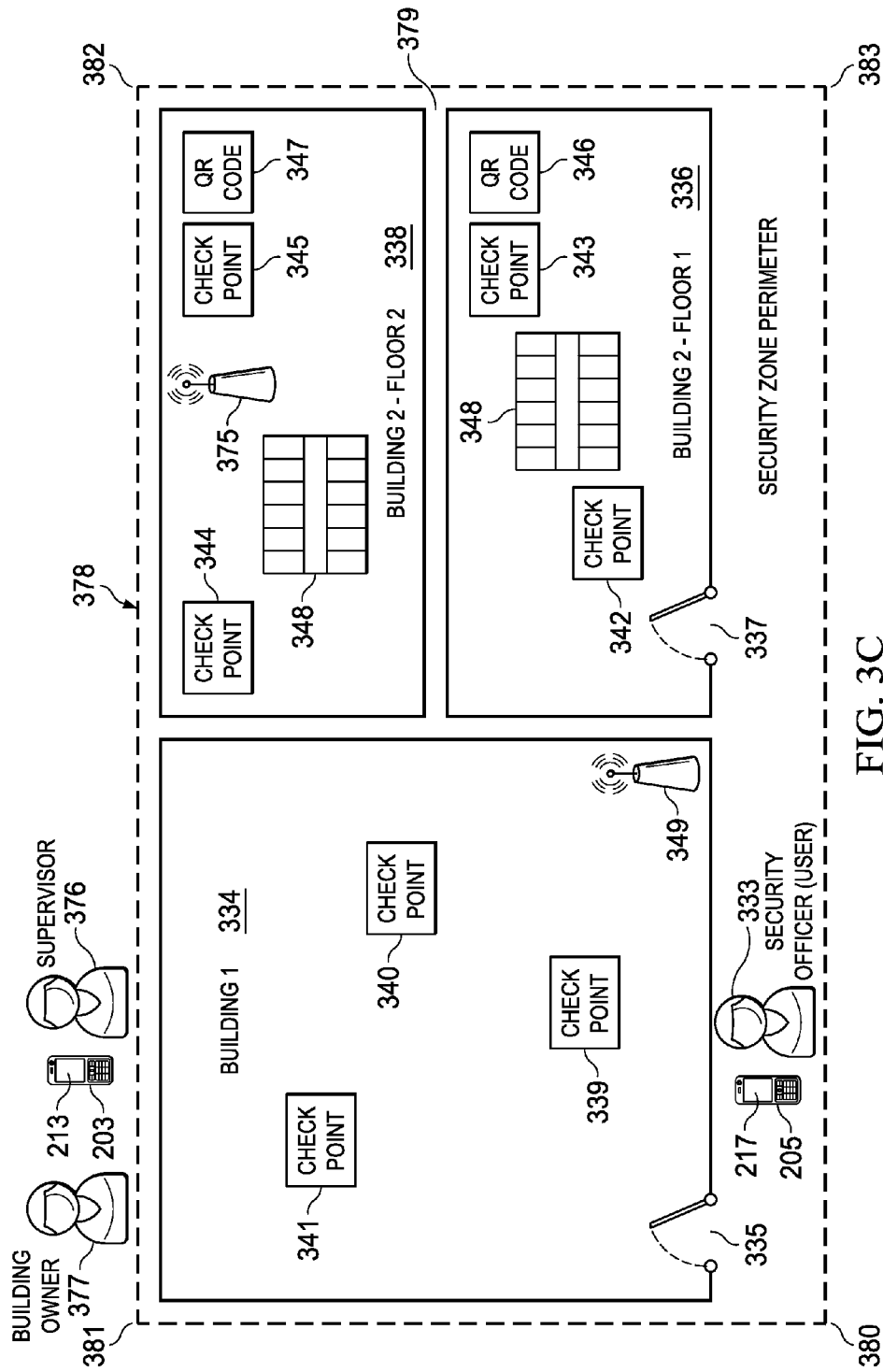


FIG. 3B



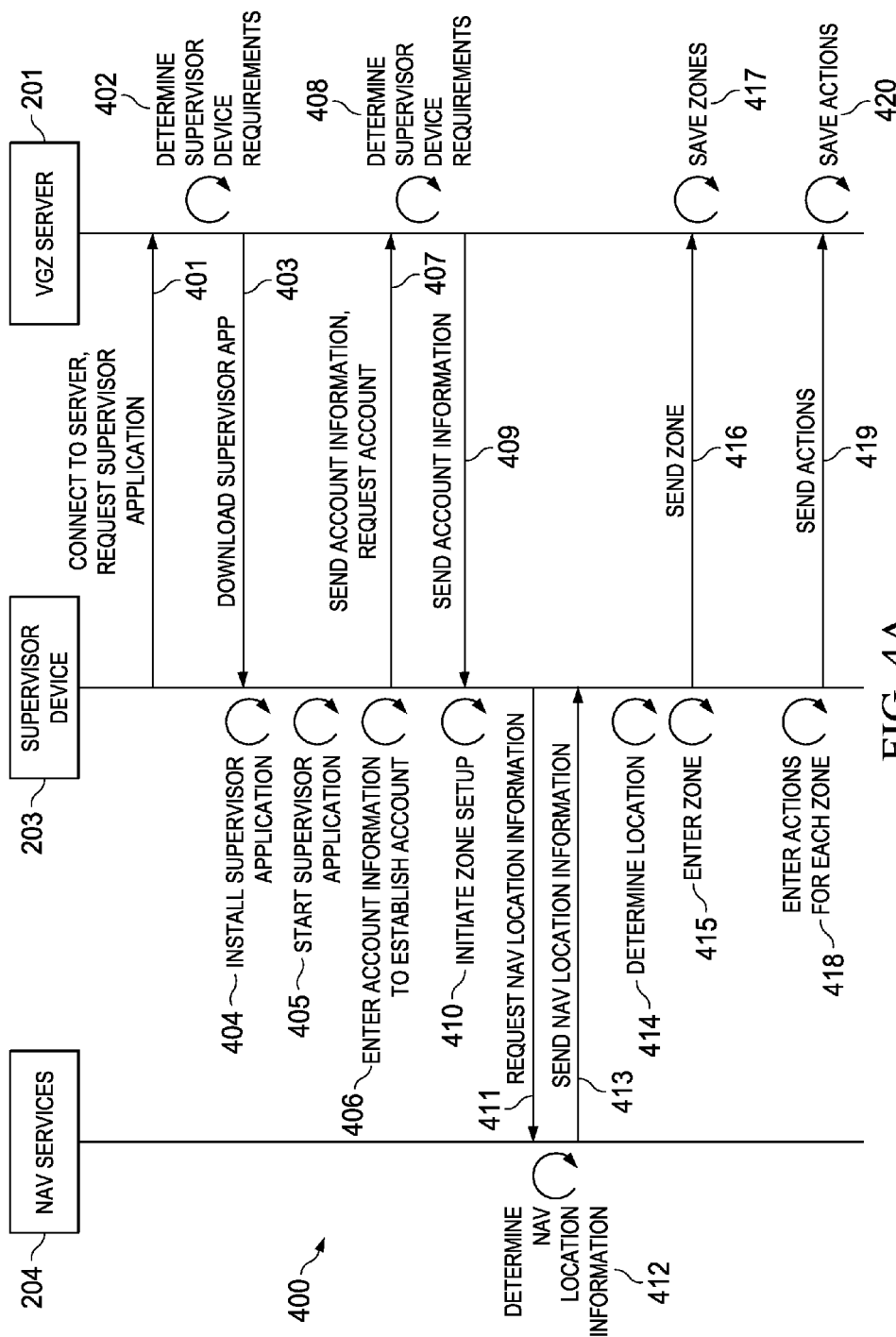


FIG. 4A
SUPERVISOR SETUP

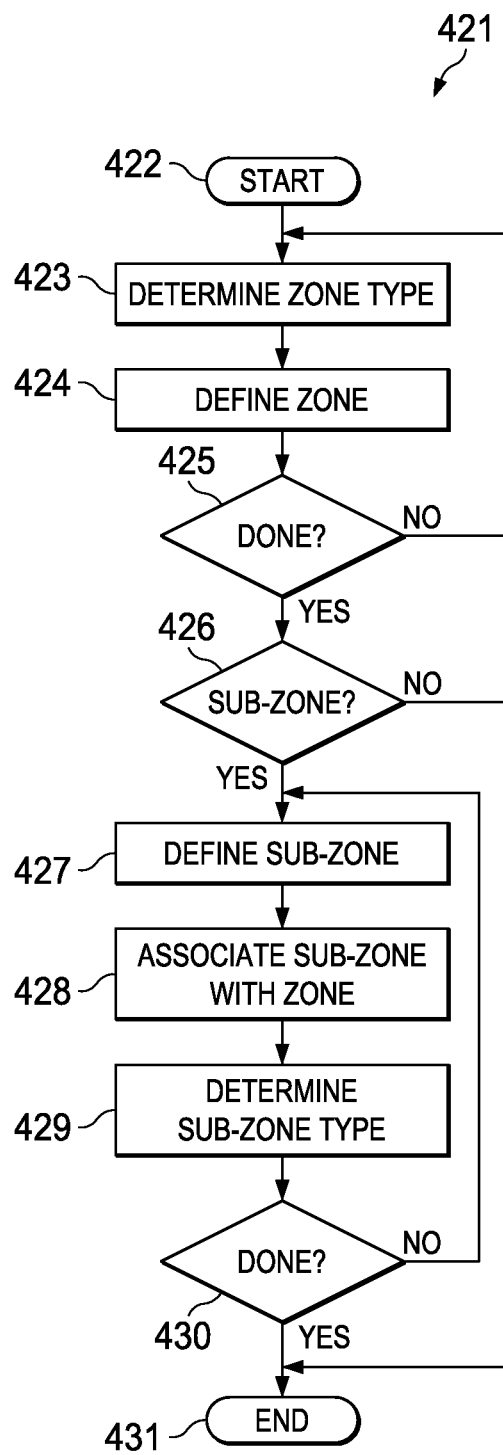


FIG. 4B
ESTABLISH ZONE/SUB-ZONE

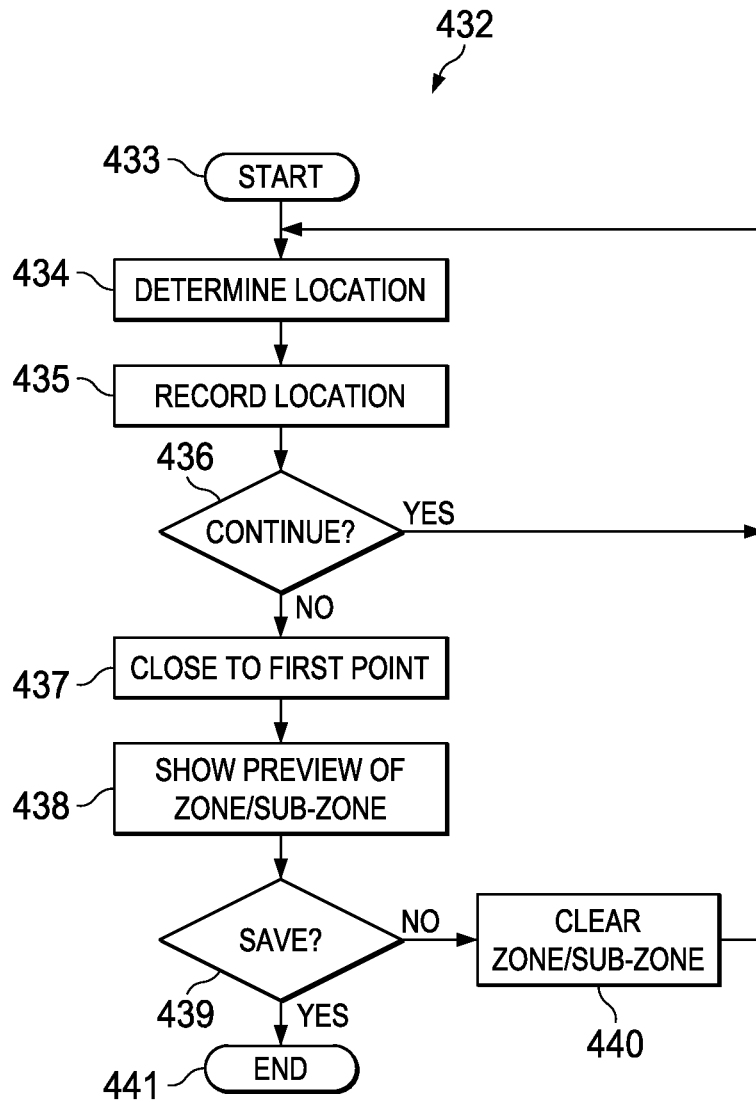


FIG. 4C
DEFINE ZONE/SUB-ZONE

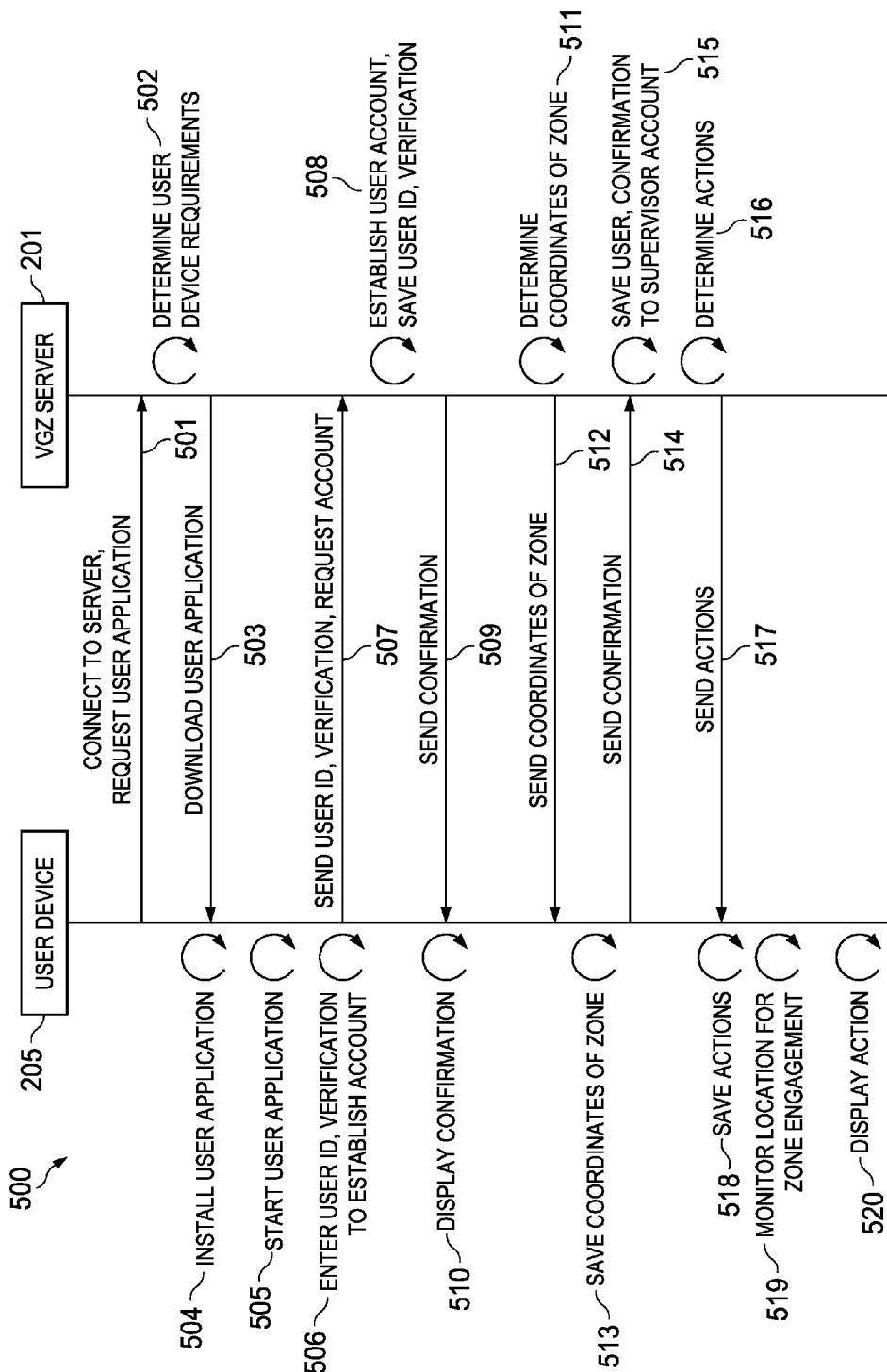


FIG. 5A
USER SETUP

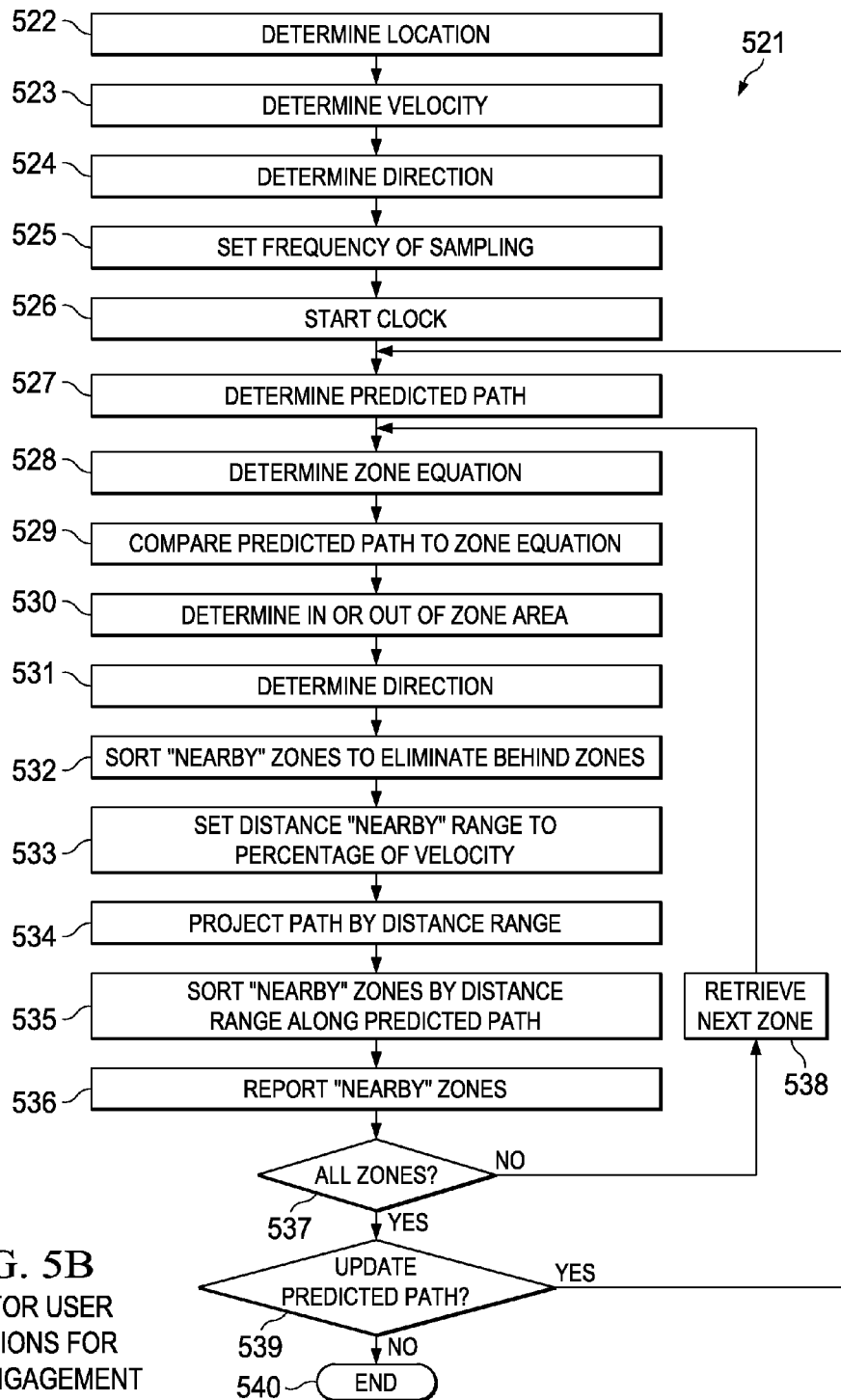


FIG. 5B
MONITOR USER
LOCATIONS FOR
ZONE ENGAGEMENT

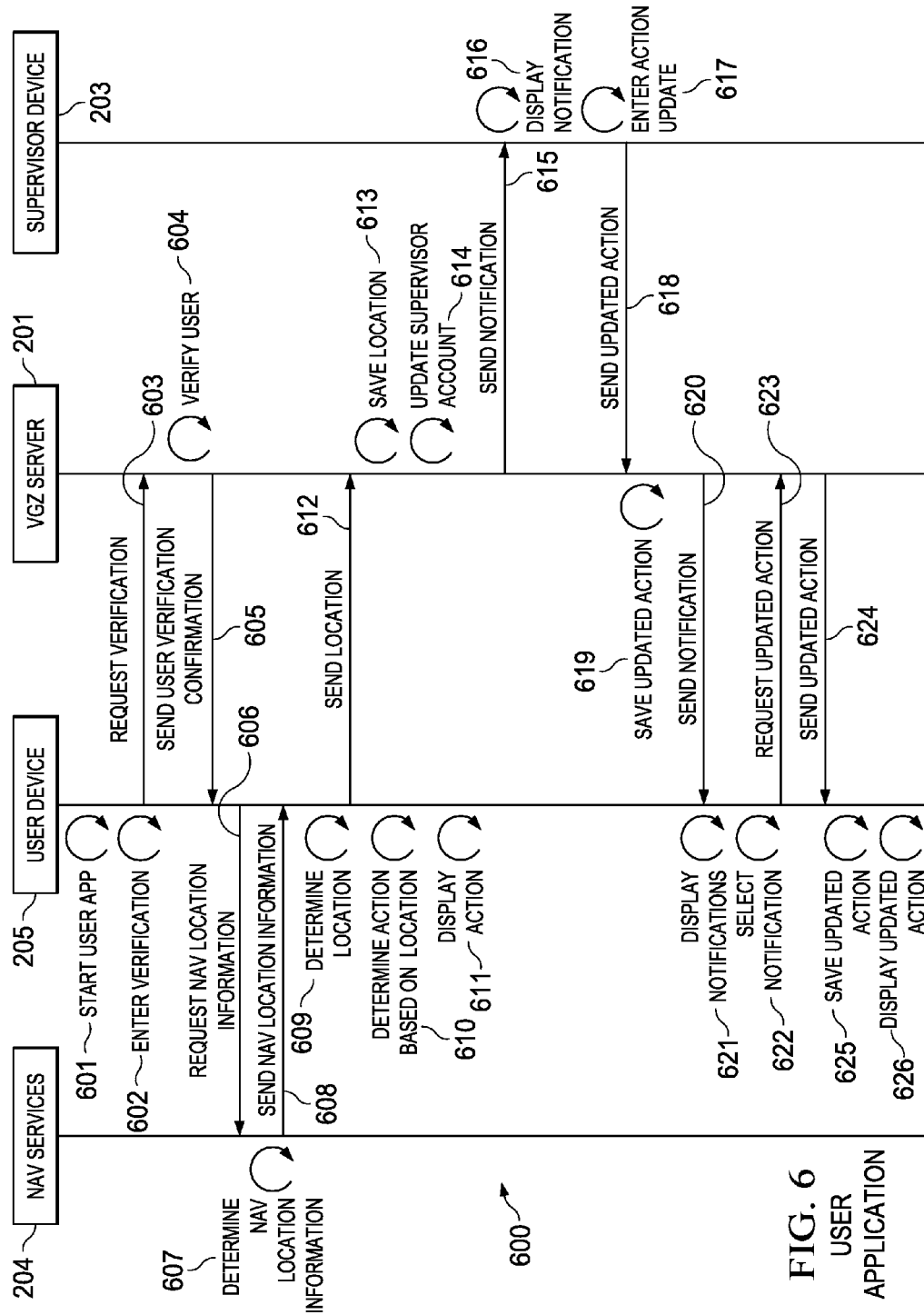


FIG. 6
USER
APPLICATION

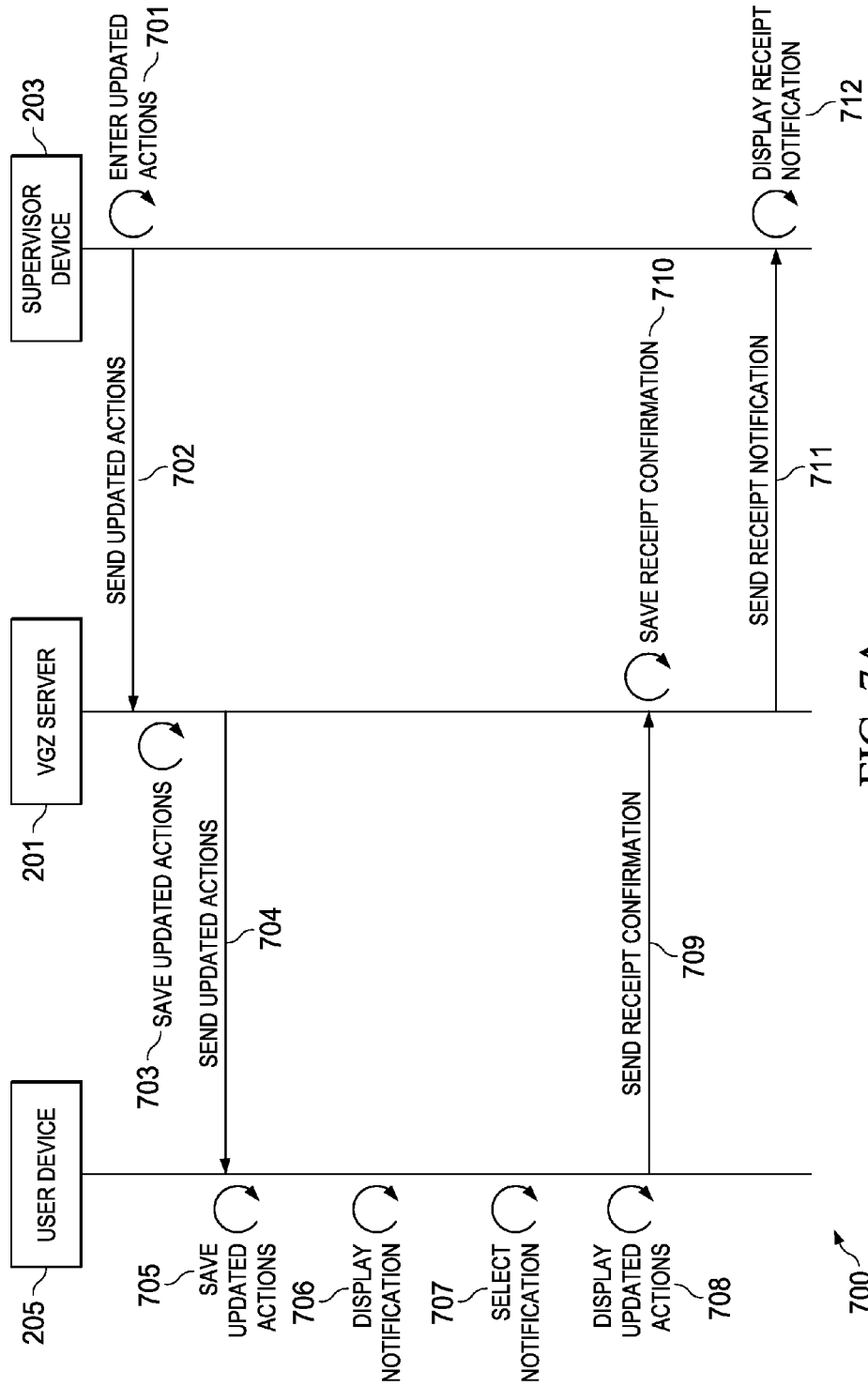


FIG. 7A
SUPERVISOR APPLICATION -
PUSH UPDATE ACTIONS

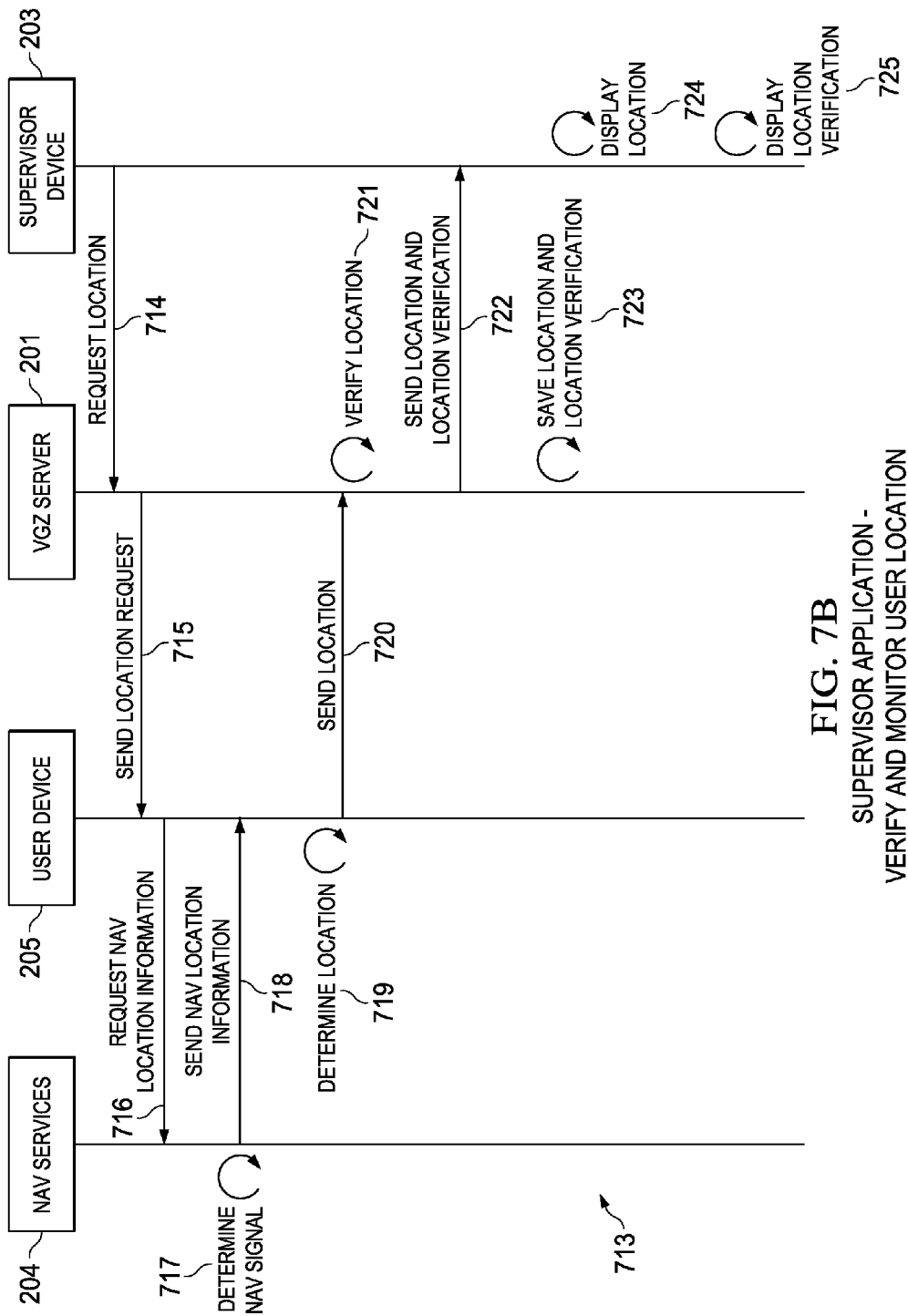
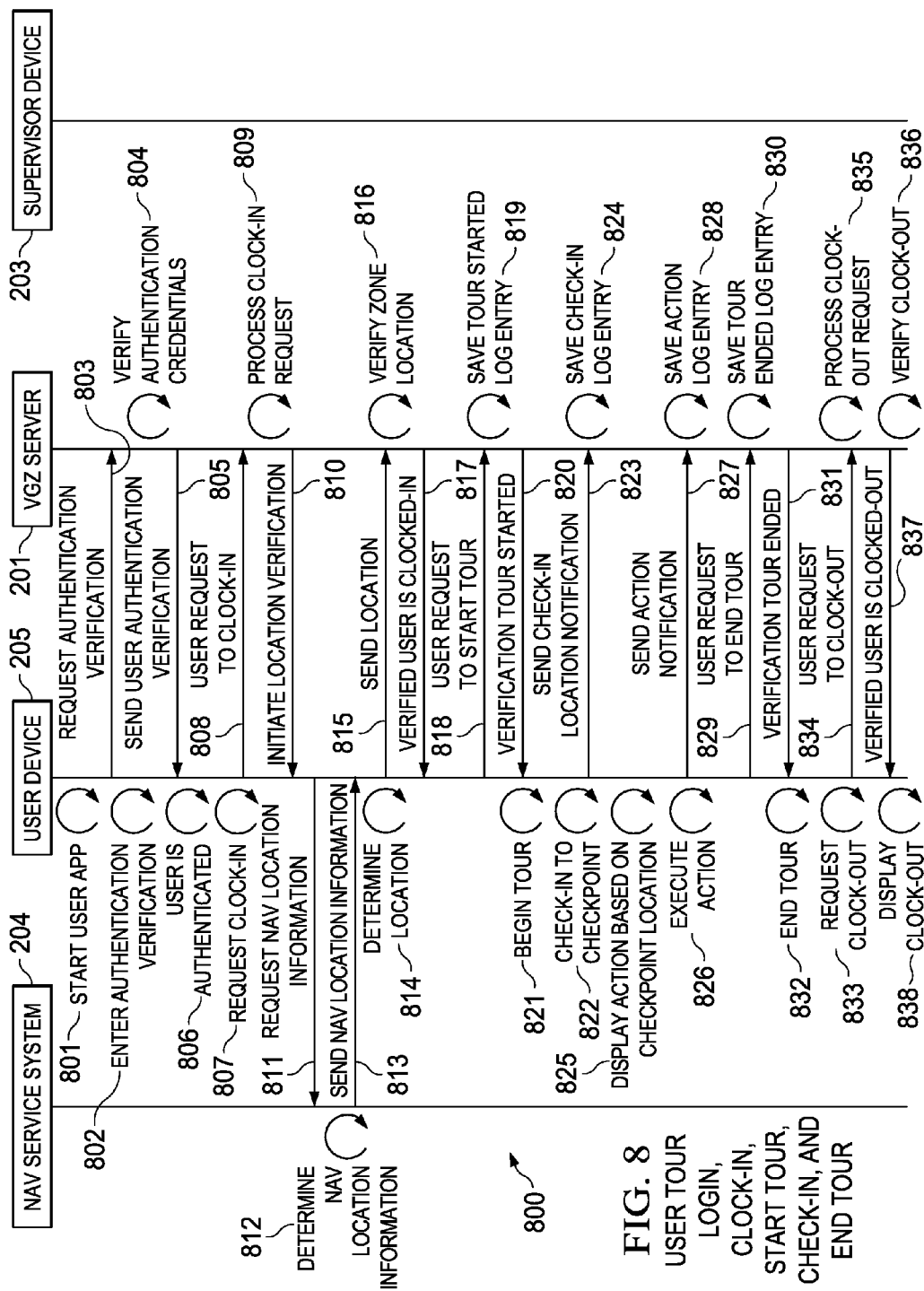


FIG. 7B
SUPERVISOR APPLICATION -
VERIFY AND MONITOR USER LOCATION



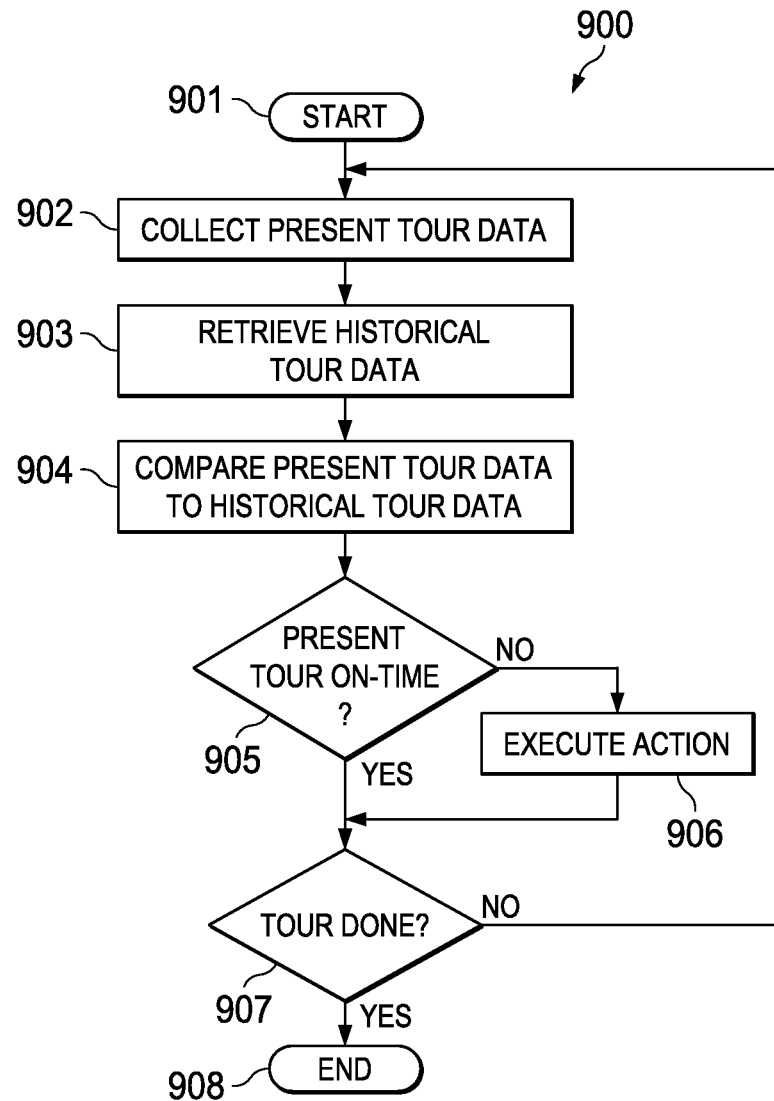


FIG. 9
TOUR SCHEDULE
ON-TIME

SYSTEM AND METHOD FOR PROVIDING AUTOMATIC SUPERVISION OF EMPLOYEES USING VIRTUAL GEOGRAPHIC ZONES

CROSS-REFERENCE TO RELATED APPLICATIONS

This application is a continuation in part of U.S. patent application Ser. No. 13/924,395 filed Jun. 21, 2013, which claims priority to U.S. Provisional Application No. 61/662,980 filed Jun. 22, 2012. This application also claims priority to U.S. Provisional Application No. 61/735,402 filed Dec. 10, 2012. Each of the patent applications identified above is incorporated herein by reference in its entirety to provide continuity of disclosure.

FIELD OF THE INVENTION

The present invention relates location-based data processing. More particularly, the present invention relates to monitoring and tracking of users or employees of an organization or a company as the users or employees move in and out of virtual geographic zones ("VGZ").

BACKGROUND OF THE INVENTION

Though mobile phones have been prevalent in the marketplace for some time, they have not been widely used in the industries that must monitor movement of users or employees on a route, a journey or a tour through commander or supervisor defined zones, places or locations. For example, security patrol officers move from checkpoint to checkpoint on a tour defined by a commander. Prison guards move through areas of a prison while making "rounds" defined by a supervisor. Police officers move through areas or "beats" of their city as defined by a commander. Delivery trucks move from store to store making deliveries on a route defined by a supervisor or a manager. Military missions move from location to location in the pursuit of accomplishing a mission or a journey defined by a commanding officer. Similarly, shoppers move through aisles in a store that can be defined by zones.

With the increase in technological sophistication of wireless devices over time, there has been a rise in the use of these devices. While appearing unrelated at first glance, it turns out most development in the use of wireless devices is part of the development of wireless device technology. Early efforts were principally focused in marketing products to consumers. Marketers have attempted to find a solution in the prior art to target consumers using wireless devices with limited success.

U.S. Pat. No. 7,321,773 to Hines, et al. discloses an area watcher wireless feature with a database of geographic areas triggering the wireless area watcher to display a message upon particular wireless device's entry into or exit from a watched area. A watched area may be defined by a postal code, principality, state or country, or by a particular cell site area. However, the system in Hines relies on the infrastructure of a wireless network service provider to implement the feature and to define the watched areas leading to an expensive system that cannot be customized.

U.S. Pat. No. 7,995,996 to Link, et al. discloses providing target advertisements over wireless network from local advertisers pre-registered to advertise. Local advertisers register to advertise on wireless devices that are in close proximity to the advertiser. As a consumer enters a cell site that is near the location of the local advertiser, the wireless network delivers a message to the wireless device of the consumer that is

specified by the local advertiser. However, the system in Link relies on the location and the range of cellular towers leading to an inaccurate location of the wireless device. Further, such reliance on the range of the cellular towers results in fixed areas within which the consumer must be and cannot be customized to suit the local advertiser.

WIPO Patent Publication No. 2010/078616 to Wood, et al. discloses a mobile device managing arrangement for service and product information by a wireless fidelity network through hand-held devices interacting with a precinct database. In Wood, the precinct database stores vendors, products, services, and information for each precinct. A precinct is a predefined region in which a customer with the mobile device can access information about the vendors, products, services within the precinct. The precinct is equipped with proximity short range wireless equipment, in the form of a pad or a gate. In order to access the information from the precinct database, the customer must place the mobile device within the range of the proximity pad or gate to access the information. However, the system in Wood relies on the wireless fidelity network and a cellular network to locate the mobile device leading to an inaccurate location because the range of the wireless fidelity network and the range of the cellular network cannot conform to the shape of the building in which the customer is desired to be located and cannot be customized. Further, the wireless fidelity network for the determination of the location can be compromised through the use of a wireless fidelity network repeater to extend the reach of the network to unauthorized areas.

U.S. Pat. No. 7,385,516 to Contractor discloses a location confirmation service for wireless devices. A central processor periodically receives position data from a wireless device via GPS or cellular network as a latitude and longitude point. The central processor compares the latitude and longitude point with a known location point to determine if the wireless device is within a predetermined distance from the known location point. However, the service is limited to comparing points and cannot compare a location of a device to a spatial area.

U.S. Pat. No. 7,864,047 to Aninye et al. discloses a monitoring system that tracks a location of a wireless personal tracking device. The system periodically tracks the location of the wireless personal tracking device using a cellular network or a GPS service. The system compares the location to a predetermined inclusion zone or a predetermined exclusion zone. If the wireless personal tracking device is in the predetermined exclusion zone, the system generates a message and sends the message as a notification. However, the zones in Aninye et al are limited to circular zones, each having a fixed radius and cannot be customized in shape or adapted to the conform to the shape of a structure.

U.S. Pat. No. 8,104,672 to Mitchell, Jr. et al. discloses a security system including a set of sensors connected to the security system. The security system receives a location of a mobile security device carried by a user via GPS or cellular network, compares the location of the mobile security device with a known location of an activated sensor and determines whether the activated sensor is within a predetermined distance from the mobile security device. If the sensor is within the predetermined distance from the mobile security device, then the activated sensor is graphically displayed on the mobile security device. The user can then respond to the activated sensor. However, the system in Mitchell, Jr. et al. can only determine whether a sensor is within a given radius from the mobile security device and is unable to create customized geographic zones.

The foregoing prior art fails to disclose or suggest a system in which a mobile device can be said to be inside a managed defined space or outside that same managed defined space. All prior art belongs in a class of “proximity systems”. While it is mathematically necessary for a military mission to be “near” the objective or a security officer to be “in the proximity of” a checkpoint or a delivery man to be “near” the retail store, it is not sufficient to be able to say they were there. It is desirable to definitively say the soldier, or security officer or delivery man was inside specific geographic coordinates (the virtual geographic zone set up by the commander or supervisor) and was therefore there.

Referring to FIG. 1, a prior art example of a “proximity system” is shown. This example demonstrates the insufficiency of the “proximity system”. The prior art proximity systems have several limitations. Building 150 has perimeter 151. Wi-Fi access point 152 is mounted in building 150 and has range 153. One limitation is that coverage of range 153 is indistinct and varies around perimeter 158. Further, some areas are excluded from coverage of range 153. For example, area 157 and coverage area 159 are not covered by range 153 of Wi-Fi access point 152. Further, undesired reception of the Wi-Fi signal occurs. For example, Wi-Fi repeater 154 broadcasts repeater coverage perimeter 155 by receiving signal 160 from Wi-Fi access point 152 and rebroadcasting it in coverage area 159 with coverage perimeter 155. This is a problem because wireless device 156 is able to access Wi-Fi access point 152 through Wi-Fi repeater 154 with coverage range 159, said coverage range 159 being beyond what is intended. Further, range 153 cannot be precisely determined due to the “fuzziness” of range 153, thereby allowing an unintended user of wireless device 156 to access range 153 of Wi-Fi access point 152 by being in coverage range 159 of Wi-Fi repeater 154.

The prior art fails to disclose or suggest a system and method for creating customizable virtual geographic zones to enable supervisors to accurately interact with users. Therefore, there is a need in the prior art for a system and method for creating accurate virtual geographic zones that cannot be compromised to allow a supervisor to inexpensively and accurately interact with users.

SUMMARY

In a preferred embodiment, a system and method for message delivery to a user and the tracking of the user through a set of predefined zones, checkpoints, or stops along a tour, a journey or a mission, determined by a supervisor is disclosed. The system includes a network, a server connected to the network, a supervisor device receiving information from a navigational (“NAV”) service system and connected to the network, a user device receiving information from the NAV service system and connected to the network.

In a preferred embodiment, a supervisor defines a set of virtual geographic zones and sub-zones in which the user device is tracked, and saves the set of virtual geographic zones and sub-zones to a supervisor account on the server. The user downloads a user application, sets up a user account that includes a user ID and a verification, and downloads the set of virtual geographic zones and sub-zones. As the user moves into and out of the virtual geographic zones and sub-zones, the location of the user device is determined and a set of supervisor-defined actions are executed by the user application on the user device based on the location of the user device.

In one embodiment, the set of supervisor-defined actions is a set of advertisements that are displayed on the user device

based on the location of the user device. In another embodiment, the set of supervisor-defined actions is a set of discount coupons for products and services of the supervisor to be redeemed at a point-of-sale based on the location of the user device. In this embodiment, the set of discount coupons are displayed on the user device when the user enters a retail store zone of the supervisor. In another embodiment, as the user moves through each sub-zone of a retail store zone of the supervisor, information about various products located in each sub-zone, including a location of each product, is displayed on the user device as the user moves through each sub-zone.

In another embodiment, the set of actions is a retail store event, during which the user must be present to win a prize. In this embodiment, the user must locate a predetermined sub-zone of the supervisor within a predetermined time period in order to redeem the prize. The user application determines the location and time of the user device and sends the location and time to the server. The supervisor may monitor the location of the user in real-time.

In one embodiment, the user application intermittently monitors the location of the user device at a predetermined frequency in real-time to determine an engagement of the user device with the zone, i.e., if the user device is at, within, or nearby the boundary of the zone. In this embodiment, the user application determines a predicted path for the user device relative to velocity of the user device, determines a zone equation for the zone, compares the predicted path to the zone equation, and the engagement of the predicted path with the zone equation is determined from the comparison.

In one embodiment, a first zone intersects a second zone providing the set of actions to the user devices required by the first zone and the second zone.

In one embodiment, the second zone is contained completely or partially by the first zone is “excluded” from the set of actions.

In one embodiment, the set of actions is a security guard tour of a set of zones or sub-zones. In this embodiment, an entry is saved in a system log database as the user device passes through each zone or sub-zone. In another embodiment, information about a supervisor-defined action is displayed on the user device as the user moves through each zone or sub-zone.

In another embodiment, a start time of a user and a time spent at each station are saved in the VGZ server. Each time the user repeats a tour of the zones, the user application compares the actual time to reach each zone or sub-zone with historical times to reach each zone. The user application sends messages to the user, supervisor, or a system log database regarding the timeliness of the user reaching checkpoints or completing the tour of the zones or sub-zones.

In one embodiment, the system monitors progress of the user from one zone to another zone and predict progress from one zone to another and advise the user, the supervisor or both as to the timeliness of the current progress.

BRIEF DESCRIPTION OF THE DRAWINGS

The disclosed embodiments will be described with reference to the accompanying drawings.

FIG. 1 is a schematic of a Wi-Fi-based access control of the prior art.

FIG. 2A is a schematic of a virtual geographic zone system of a preferred embodiment.

FIG. 2B is a schematic of a supervisor database, a user database, and a system log database of a virtual geographic zone system of a preferred embodiment.

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FIG. 3A is a plan view of zones of a preferred embodiment of the disclosure.

FIG. 3B is a plan view of a virtual geographic zone and sub-zones of a preferred embodiment.

FIG. 3C is a plan view of a virtual geographic zone and sub-zones of a building layout for a security tour of a preferred embodiment.

FIG. 4A is a flowchart of supervisor set-up method of a preferred embodiment.

FIG. 4B is a flowchart of a method for establishing a zone or a sub-zone of a preferred embodiment.

FIG. 4C is a flowchart of a method for defining a zone or sub-zone of a preferred embodiment.

FIG. 5A is a flowchart of a user set-up method of a preferred embodiment.

FIG. 5B is a flowchart of a method for monitoring user location for zone engagement of a preferred embodiment.

FIG. 6 is a flowchart of a user application method of a preferred embodiment.

FIG. 7A is a flowchart of an action update method for a supervisor application of a preferred embodiment.

FIG. 7B is a flowchart of a method for verifying and monitoring a user location for a supervisor application of a preferred embodiment.

FIG. 8 is a flowchart of a method for user log-in, clock-in, and start tour for a user application of a preferred embodiment.

FIG. 9 is a flowchart of a method for a time verification of a tour of a preferred embodiment.

DETAILED DESCRIPTION

It will be appreciated by those skilled in the art that aspects of the present disclosure may be illustrated and described herein in any of a number of patentable classes or context including any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof. Therefore, aspects of the present disclosure may be implemented entirely in hardware, entirely in software (including firmware, resident software, micro-code, etc.) or combining software and hardware implementation that may all generally be referred to herein as a "circuit," "module," "component," or "system." Further, aspects of the present disclosure may take the form of a computer program product embodied in one or more computer readable media having computer readable program code embodied thereon.

Any combination of one or more computer readable media may be utilized. The computer readable media may be a computer readable signal medium or a computer readable storage medium. For example, a computer readable storage medium may be, but not limited to, an electronic, magnetic, optical, electromagnetic, or semiconductor system, apparatus, or device, or any suitable combination of the foregoing. More specific examples of the computer readable storage medium would include, but are not limited to: a portable computer diskette, a hard disk, a random access memory ("RAM"), a read-only memory ("ROM"), an erasable programmable read-only memory ("EPROM" or Flash memory), an appropriate optical fiber with a repeater, a portable compact disc read-only memory ("CD-ROM"), an optical storage device, a magnetic storage device, or any suitable combination of the foregoing. Thus, a computer readable storage medium may be any tangible medium that can contain, or store a program for use by or in connection with an instruction execution system, apparatus, or device.

A computer readable signal medium may include a propagated data signal with computer readable program code

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embodied therein, for example, in baseband or as part of a carrier wave. The propagated data signal may take any of a variety of forms, including, but not limited to, electro-magnetic, optical, or any suitable combination thereof. A computer readable signal medium may be any computer readable medium that is not a computer readable storage medium and that can communicate, propagate, or transport a program for use by or in connection with an instruction execution system, apparatus, or device. Program code embodied on a computer readable signal medium may be transmitted using any appropriate medium, including but not limited to wireless, satellite, wireline, optical fiber cable, RF, or any suitable combination thereof.

Computer program code for carrying out operations for aspects of the present disclosure may be written in any combination of one or more programming languages, including an object oriented programming language such as Java, Scala, Smalltalk, Eiffel, JADE, Emerald, Objective C, C++, C#, VB.NET, Python or the like, conventional procedural programming languages, such as the "C" programming language, Visual Basic, Fortran 2003, Perl, COBOL 2002, PHP, ABAP, dynamic programming languages such as Python, PHP, HTML, AJAX, Ruby and Groovy, or other programming languages. The program code may execute entirely on a user device, partly on the user device, entirely on a supervisor device, partly on the supervisor device, as a stand-alone software package, partly on the user device and partly on a network server, partly on the supervisor device and partly on the network server, or entirely on the network server. In the network server scenario, the network server may be connected to the user device and/or the supervisor device through any type of network, including a local area network ("LAN") or a wide area network ("WAN"), or the connection may be made to an external computer connected to the user device or the supervisor device (for example, through the Internet using an Internet Service Provider) or in a cloud computing environment or offered as a service such as a Software as a Service ("SaaS").

Aspects of the present disclosure are described with reference to flowchart illustrations and/or block diagrams of methods, systems and computer program products according to embodiments of the disclosure. It will be understood that each block of the flowchart illustrations and/or block diagrams, and combinations of blocks in the flowchart illustrations and/or block diagrams, can be implemented by computer program instructions. These computer program instructions may be provided to a processor of a general purpose computer, special purpose computer, or other programmable data processing apparatus to produce a machine, such that the instructions, which execute via the processor of the computer or other programmable instruction execution apparatus, create a mechanism for implementing the functions/acts specified in the flowchart and/or block diagram block or blocks.

These computer program instructions may also be stored in a computer readable medium that when executed can direct a computer, other programmable data processing apparatus, or other devices to function in a particular manner, such that the instructions when stored in the computer readable medium produce an article of manufacture including instructions which when executed, cause a computer to implement the function/act specified in the flowchart and/or block diagram block or blocks. The computer program instructions may also be loaded onto a computer, other programmable instruction execution apparatus, or other devices to cause a series of operational steps to be performed on the computer, other programmable apparatuses or other devices to produce a computer implemented process such that the instructions

which execute on the computer or other programmable apparatus provide processes for implementing the functions/acts specified in the flowchart and/or block diagram block or blocks.

A system and method for providing automatic supervision of employees using virtual geographic zones will be described. The disclosed system will be described with reference to FIGS. 2A-3C, including preferred embodiments to deploy the system. The disclosed methods for the system will be described with reference to FIGS. 4A through 9.

Referring to FIG. 2A, system 200 includes virtual geographic zone (“VGZ”) server 201 connected to network 202, supervisor device 203 connected to network 202 and receiving information from NAV service system 204, and user device 205 connected to network 202 and receiving information from NAV service system 204.

VGZ server 201 includes processor 206 and memory 207 connected to processor 206. VGZ application 208, user database 209, supervisor database 210, and system log database 234 are stored in memory 207. VGZ application 208 has supervisor set-up 232 and user set-up 233 that will be further described below. Processor 206 executes VGZ application 208.

Supervisor device 203 includes processor 211, memory 212 connected to processor 211, and NAV service receiver 214 connected to processor 211. Supervisor application 213 is stored in memory 212 and processor 211 executes supervisor application 213.

User device 205 includes processor 215, memory 216 connected to processor 215, and receiving information from NAV service receiver 218 connected to processor 215. User application 217 is stored in memory 216 and processor 215 executes user application 217.

It will be appreciated by one of ordinary skill in the art that any navigation system may be employed to determine the location of supervisor device 203 and user device 205.

NAV service system 204 is available from many sources and continue to improve and be available in the marketplace. The most well-known of these systems is the Global Positioning System (“GPS”). Augmenting the GPS are GPS repeater systems. Others NAV services include but are not limited to Earth based cell tower triangulation systems, local Wi-Fi access point triangulation systems, Bluetooth triangulation systems, aviation and space navigation systems, navigation systems for ships at sea, other systems and combinations of part or all of the above systems.

In a preferred embodiment, a supervisor associated with supervisor device 203 interacts with a user associated with user device 205 using messages, communications, advertisements and services as will be further described below.

As used in this application, supervisor is a company supervisor, a store manager, a tour commander, a security officer commander, a military commander, a shift supervisor, a route supervisor, a foreman, a home owner’s association director, a casino manager, a building manager, a payroll supervisor and any and all other authorities who define a zone, a sub-zone, a route, a tour, or a journey where a user may need to be present at a specific location.

As used in this application, user is a security officer on a tour, a soldier on a mission, a service technician, cleaning or maintenance personnel at a jobsite, a delivery man on a delivery route, a prison guard making rounds, or a shopper moving through a store.

In a preferred embodiment, supervisor device 203 is a smartphone. In another embodiment, supervisor device 203 is a personal computer. In another embodiment, supervisor

device 203 is a tablet computer. Other suitable computer devices known in the art may be employed.

In a preferred embodiment, user device 205 is a smartphone. In another embodiment, user device 205 is a personal computer. In another embodiment, user device 205 is a tablet computer. Other suitable computer devices known in the art may be employed.

In one embodiment, supervisor application 213 is a computer application executed on a personal computer. In another embodiment, supervisor application 213 is a mobile application executed on a smartphone or tablet computer. In another embodiment, supervisor application 213 is a web application executed through an Internet browser.

In one embodiment, user application 217 is a computer application executed on a personal computer. In another embodiment, user application 217 is a mobile application executed on a smartphone or tablet computer. In another embodiment, user application 217 is a web application executed through an Internet browser.

In a preferred embodiment, VGZ application 208 is a computer application executed by processor 206 of VGZ server 201. In this embodiment, VGZ application 208 is a set of machine code instructions that receives and examines data from supervisor device 203 and user device 205, saves and retrieves data to and from user database 209 and/or supervisor database 210 as will be further described below.

In one embodiment, network 202 is a cellular network providing a data connection to the Internet.

In another embodiment, network 202 is a local Wi-Fi network providing a data connection to the Internet. In another embodiment, network 202 is a local network connected to VGZ server 201.

In another embodiment, network 202 is a Bluetooth wireless network.

Other known wireless and wired networks may be employed.

In one embodiment, each of user device 205 and supervisor device 203 accesses NAV service system 204 through a local NAV service repeater as will be further described below.

Referring to FIG. 2B, supervisor database 210 includes a plurality of supervisor accounts 219. Each supervisor account 219 includes supervisor information 220, supervisor zones 221, supervisor sub-zones 222, supervisor actions 223, supervisor reports 224, users 225, and user events 226.

As used in this application, the term “zone” is a geographic area of any size where a supervisor may track the location of user device 205. The zone can be any graphical two or three dimensional solid polygon whose sides are determined by geographic points, i.e., latitude, longitude and altitude. A time period may be added to the zone by the supervisor to track user device 205 in the zone during a predetermined time period. The zone type can be “inclusion” where predetermined actions are permitted or “exclusion” where predetermined actions are prohibited. A set of zones are defined and saved by a supervisor using supervisor device 203 as supervisor zones 221 as will be further described below.

As used in this application, the term “sub-zone” is a geographic area of any size within a zone where a supervisor may track the location of user device 205. The sub-zone can be any graphical two or three dimensional solid polygon whose sides are determined by geographic points, i.e., latitude, longitude and altitude. A time period may be added to the sub-zone by the supervisor to track user device 205 in the sub-zone during a predetermined time period. The sub-zone type can be “inclusion” where predetermined actions are permitted or “exclusion” where predetermined actions are prohibited. A set of sub-zones are defined and saved by a supervisor using

supervisor device **203** as supervisor sub-zones **222** as will be further described below. A sub-zone may inherit attributes of the zone within which the sub-zone is contained.

In one embodiment, a zone or sub-zone is a job site, a delivery site, a checkpoint, a clock-in location, a clock-out location, a military mission checkpoint, a police stop on a “beat”, a stop on a delivery route, or a set of stops or checkpoints on a “walk” or “tour” through a prison, areas of a grocery store or indoor or outdoor spaces in a park.

As used in this application, the term “action” is a predetermined function of user application **217** to be executed or to be prohibited from being executed based on the location of the user device relative to a zone or sub-zone as defined by the supervisor. In one embodiment, the action is a coupon redeemable at a point-of-sale based on the location of the user device. In another embodiment, the action is an advertisement for display on a user device based on the location of the user device. In this embodiment, the advertisement can be in any combination of an audio, video, pictorial, or graphical format. In another embodiment, the action is a store event based on the location of the user device during which a user must be present in order to receive a prize. In another embodiment, the action is an acknowledgement and verification that the user has properly entered or exited a zone. In another embodiment, the action allows a user to “clock-in” or “clock-out” for a shift for which the user is working. In another embodiment the action displays information about an indoor or outdoor place in a park. In other embodiments, any predetermined function can be defined as an action. A set of actions are defined and saved by the supervisor using supervisor device **203** as supervisor actions **223** as will be further described below.

In a preferred embodiment, supervisor information **220** includes a supervisor name, a supervisor ID, and a supervisor verification of a supervisor using supervisor device **203**.

In one embodiment, the supervisor verification is an alphanumeric password. In another embodiment, the supervisor verification is a facial recognition. In another embodiment, the supervisor verification is a fingerprint identification.

As used in this application, a “user event” is a log entry in system log database **234** of a user location sent to the VGZ server sent by user device **205**. Each of user events **226** is saved into the supervisor account of the zone. User events **226** can be queried for a supervisor report.

Users **225** is a list of users that have received the actions of the zone from the supervisor. Users **225** can be queried for a supervisor report.

Supervisor reports **224** is a set of saved queries that a supervisor can execute to retrieve information.

User database **209** includes a plurality of user accounts **227**. Each user account **227** includes user information **228**. In a preferred embodiment, user information is a user ID and a user verification.

In one embodiment, the user verification is an alphanumeric password. In another embodiment, the user verification is a facial recognition. In another embodiment, the user verification is a fingerprint identification.

System log database **234** includes a plurality of system log entries **230**. In a preferred embodiment, each of system log entries **230** is a saved entry for each change of state in the system. For example, each user location received is logged as a system log entry **230**.

Referring to FIG. 3A, various zones will be described. Zone **350** is comprised of a polygonal shape having numerous vertices **354**, **355**, **356**, **357**, **358**, **359** and **360**. The vertices form a closed loop which can be any shape and have any number of vertices. Zone **350** is an area in which “actions” are sent to a user by the system.

Zone **350** includes sub-zones **351**, **352** and **353**. Sub-zone **351** is comprised of a perimeter including vertices **361**, **362**, **363** and **364**. The vertices form a closed loop which can be any shape and have any number of vertices. Sub-zone **351** can have any number of vertices and comprise any shape, so long as it is inside zone **350**. In the system, sub-zone **351** receives a sub-set of actions sent to the user in zone **350**.

Zone **350** includes “exclusion” sub-zone **353**. Exclusion sub-zone **353** is an area bounded by a perimeter formed from vertices **365**, **366**, **367**, **368**, **369** and **370**. Exclusion sub-zone **353** can have any number of vertices and comprise any shape, so long as it is inside zone **350**. An “exclusion” sub-zone is a sub-zone in which a sub-set of actions sent to zone **350** are excluded so long as the user is within it.

“Hot zone” **352** is a sub-zone of zone **350** and is a perimeter formed by vertices **371**, **372**, **373** and **374**. Hot zone **352** can have any number of vertices and comprise any shape, so long as it is inside zone **350**. A “hot zone” is a sub-zone in which actions are actually being sent to a user.

Referring to FIG. 3B, an example of a preferred deployment of the system is described. Retailer **300** includes cash register **301**, NAV service repeater **302** mounted within retailer **300** and product shelves **304**, **305**, **306**, **307**, **308**, **309**, **310**, **311**, **312**, **313**, and **314** positioned within retailer **300**. Priority check-out line **316** is adjacent to cash register **301**. Check-out line **315** is adjacent to priority check-out line **316**. In one embodiment, Wi-Fi access point **303** is mounted within retailer **300**. Of course, other deployments in different locations are possible.

Store zone **317** surrounds retailer **300**. Aisle sub-zone **318** is positioned between product shelves **304** and **305**. Aisle sub-zone **319** is positioned between product shelves **306** and **307**. Aisle sub-zone **320** is positioned between product shelves **308** and **309**. Aisle sub-zone **321** is positioned between product shelves **310** and **311**. Aisle sub-zone **322** is positioned between product shelves **312** and **313**. Row sub-zone **327** is adjacent to product shelf **314**. Cash register sub-zone **323** is adjacent to door **326** and surrounds cash register **301**, check-out line **315** and priority check-out line **316**. Hot zone sub-zone **324** is positioned within aisle sub-zone **318** adjacent row sub-zone **327**. Exclusion sub-zone **328** is positioned within aisle sub-zone **322**.

In a preferred embodiment, each boundary of store zone **317**, cash register sub-zone **323**, aisle sub-zone **318**, aisle sub-zone **319**, aisle sub-zone **320**, aisle sub-zone **321**, aisle sub-zone **322**, cash register sub-zone **323**, hot zone sub-zone **324**, row sub-zone **327**, and exclusion sub-zone **328** is defined by a supervisor as will be further described below. In one embodiment, store zone **317** is defined by recording points **329**, **330**, **331**, and **332** of store zone **317** as will be further described below.

User **325** has user device **205** running user application **217**. User device **205** is in wireless communication with NAV service repeater **302** to determine the location of user device **205** as will be further described below.

In one embodiment, user device **205** is possessed by the user. In another embodiment, user device **205** is possessed by a supervisor and “loaned” to the user by the supervisor.

As user **325** moves in and out of store zone **317**, cash register sub-zone **323**, aisle sub-zone **318**, hot zone sub-zone **324**, aisle sub-zone **319**, aisle sub-zone **320**, aisle sub-zone **321**, aisle sub-zone **322**, row sub-zone **327**, the location of user device **305** is tracked as will be further described below. Predetermined actions of user application **217** based on the location of user device **205** are executed or prohibited from being executed as will be further described below.

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In one embodiment, as user 325 moves through each of aisle sub-zones 318, 319, 320, 321, and 322, and row sub-zone 327 information about products, including the price, specifications, and the location of the products on shelves adjacent to each of aisle sub-zones 318, 319, 320, 321, and 322, and row zone 327, discount coupons for the purchase of the products located in each of aisle sub-zones 318, 319, 320, 321, and 322, and row zone 327 are displayed actions on user device 205 by user application 217.

In another embodiment, as user 325 moves into hot zone sub-zone 324 user application 217 displays the status of a store event action on user device 205. In this embodiment, the status of the store event action is based on a predetermined time within which user 325 and user device 205 engage with, i.e., at or within, the boundary of hot zone sub-zone 324.

In one embodiment, hot zone sub-zone 324 is “exclusion.” In an “exclusion” zone, all actions are deactivated except for actions related to store events. In another embodiment, hot zone sub-zone 324 is “inclusion” and allows other actions, including information about products, including the price, specifications, and the location of the products on shelves adjacent to each of aisle sub-zones 318, 319, 320, 321, and 322, and row zone 327, discount coupons for the purchase of the products located in each of aisle sub-zones 318, 319, 320, 321, and 322.

In one embodiment, a supervisor can verify and monitor the location of user device 205 in store zone 317 as will be further described below.

In another embodiment, as user 325 moves into cash register sub-zone 323, user application 217 determines whether user 325 can access priority check-out line 316 or must use check-out line 315 and displays the determination on user device 205. In one embodiment, the determination of whether user 325 can access priority check-out line 316 is based on a predetermined amount of money user 325 has spent at retailer 300. In another embodiment, the determination of whether user 325 can access priority check-out line 316 is based on a predetermined amount of time user has been a customer of retailer 300.

In one embodiment, exclusion sub-zone 328 is sub-zone in which the supervisor can decline to send actions to a user. In this embodiment actions may be prohibited by law or other limitations so that actions which would otherwise be delivered to the user are not delivered. Instead of an action, a message may be sent to the user regarding the prohibited zone and its boundaries.

Referring to FIG. 3C, an example of a preferred security tour embodiment is described. Buildings 334 and 379 are located next to each other. Security perimeter zone 378 surrounds buildings 334 and 379. Building 334 has checkpoint zones 339, 340, and 341. Building 379 has floor 336 and floor 338 above floor 336. Floor 336 has checkpoint zones 342 and 343. Floor 338 has checkpoint zones 344 and 345.

In one embodiment, QR codes 346 and 347 may be placed at checkpoint zones 343 and 345, respectively, to insure accuracy when user 333 checks in at checkpoint zones 343 and 345.

In another embodiment, NAV service repeaters 349 and 375 may be added to buildings 334 and 379, respectively, to insure accuracy at checkpoint zones 339, 340, 341, 342, 343, 344, and 345.

Building owner 377 has asked supervisor 376 to create a security tour for user 333 for building 334 and building 379. In this embodiment, user 333 is a security officer.

In another embodiment, building owner 377 can assume the duties of supervisor 376 by logging in as a supervisor using supervisor device 203.

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As used in this disclosure, a tour is a set of one or more zones or sub-zones that may be visited in sequence or randomly, a military mission, a sequence of checkpoints a security officer visits, a delivery route to be completed, the “walk” through a prison when a prison guard makes rounds, or any series of places (zones) all of which are defined by a supervisor and may be visited by a user either in sequence or randomly.

Supervisor 376 loads supervisor application 213 on supervisor device 203 and defines security perimeter zone 378 by points 380, 381, 382, and 383. Inside security perimeter zone 378 and using supervisor application 213, supervisor 376 defines checkpoint zones 339, 340, and 341 in building 334 and checkpoint zones 342, 343, 344, and 345 in building 379 on floors 336 and 338 using stairs 348. This process of defining zones and sub-zones will be further described below.

User 333 is tasked with monitoring checkpoint zones 339, 340, and 341 in buildings 334 and checkpoint zones 342, 343, 344, and 345 in building 379. To begin a tour, user 333 turns on user device 205 and runs user application 217.

On first running, user application 217 will ask user 333 to authenticate (login). Once user 333 has authenticated, an entry is made in system log database 234 and user application 217 verifies that user 333 is inside the perimeter of security perimeter zone 378, as will be further described below. If user 333 is inside security perimeter zone 378, user 333 is allowed to clock-in using user application 217 and an entry is made in system log database 234, as will be further described below.

When user 333 has clocked-in, user 333 may begin the tour. User 333 enters building 334 through door 335 and proceeds to checkpoint zone 339. In one embodiment, user 333 is automatically checked-in by a supervisor defined action, when user device 205 enters each checkpoint zone, as will be further described below. An entry is made in system log database 234, as will be further described below.

When user 333 exits checkpoint zone 339 an entry is made in system log database 234. User 333 proceeds to checkpoint zone 340.

In one embodiment, user 333 may proceed to each checkpoint zone in any order.

In another embodiment, user 333 proceeds to each checkpoint zone in a predetermined order.

User 333 continues to check-in at each checkpoint zone in building 334, as described above and then proceeds to building 379. User 333 enters building 379 through door 337. User 333 proceeds to the first checkpoint zone, in this embodiment checkpoint zone 342. user 333 passes through each of checkpoint zones 342, 343, 344, and 345 and automatically checks in at each of checkpoint zones 342, 343, 344, and 345 at which an entry in system log database 234 is made at the entry and exit of each checkpoint zone 342, 343, 344, and 345.

In another embodiment, user 333 checks in at checkpoint zones 343 and 345 by scanning QR codes 346 and 347 with user device 205 using user application 217. In another embodiment, other scannable codes are employed.

In another embodiment, user device 205 uses NAV service 204 via NAV service repeaters 349 and 375 inside building 334 and 379, respectively, to determine the location of user device 205, as will be further described below.

In another embodiment, as user 333 moves from checkpoint zone to checkpoint zone, predetermined actions of user application 217 based on the location of user device 205 are executed or prohibited from being executed, as will be further described below. In this embodiment, the actions include the logging of events into system log database 234.

When user 333 has completed checking in at each of checkpoint zones 339, 340, 341, 342, 342, 343, 344, and 345, the

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tour is complete. All entry data from the tour is saved on the VGZ Server 201 in system log database 234. System log database 234 data is available for query by supervisor reports 224.

In another embodiment, VGZ application 208 saves data of each tour undertaken by user 333 and the time it takes to complete each tour on a zone by zone basis for future comparison, as will be further described below.

It will be appreciated by those skilled in the art that this preferred security embodiment has the ability to automatically track the progress of user 333 through tours and allows supervisor 376 to manage a larger plurality of users 333 than would normally be manageable.

Embodiments of a supervisor set-up process, a user set-up process, a supervisor application process, a user application process, and a time verification process will be described below executed by a combination of VGZ server 201, supervisor device 203, NAV service system 204, and user device 205 will be described below.

Referring to FIG. 4A, supervisor set-up method 400 for a supervisor application using a VGZ application will be described. In step 401, supervisor device 203 connects to VGZ server 201 and requests the supervisor application. In step 402, the VGZ application determines the requirements of supervisor device 203. In step 403, the supervisor application is downloaded to supervisor device 203. In step 404, supervisor device 203 installs the supervisor application. In step 405, supervisor device 203 starts the supervisor application. In step 406, a set of supervisor account information is entered into supervisor device 203 to establish a supervisor account. In step 407, supervisor device 203 sends the set of supervisor account information to VGZ server 201 to request the supervisor account. In step 408, the VGZ application establishes a supervisor account by saving the supervisor account information into a supervisor database. In step 409, VGZ server 201 sends an account confirmation to supervisor device 203.

In step 410, the supervisor application initiates a zone set-up function to establish and define each zone or sub-zone as will be further described below. In step 411, the supervisor application requests location information from NAV services system 204. In step 412, NAV services system 204 determines the NAV location information.

In one embodiment, NAV services system 204 is a GPS system. In this embodiment, the location information includes the position of the GPS satellite at the time the GPS signal is to be sent and the time at which the GPS signal is sent. Other NAV services systems may be employed.

In step 413, the location information is sent to supervisor device 203. In step 414, supervisor device 203 determines its location from the location information. In step 415, the location, i.e., longitudinal, latitudinal, and altitudinal coordinates, of a set of zones and/or a set of sub-zones are entered into supervisor device 203.

In a preferred embodiment, steps 411, 412, 413, 414, and 415 are repeated to establish and define points of a polygonal zone or a sub-zone as will be further described in FIGS. 4B and 4C.

In step 416, the saved set of zones and/or sub-zones is sent to VGZ server 201. In step 417, VGZ server 201 saves the sets of zones and/or sub-zones into the supervisor account. In step 418, an action for each zone and sub-zone is entered. In step 419, the entered action is sent to VGZ server 201. In step 420, VGZ server 201 saves each action.

Referring to FIG. 4B, method 421 for establishing a zone and a sub-zone is described in further detail. Method 421 starts at step 422. In step 423, a zone type is determined, i.e., whether the zone is "inclusion" or "exclusion." In step 424,

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the determined zone is defined. In step 425, whether all zones have been established is determined. If all zones have not been established, then method 421 returns to step 423. If all zones have been established, then method 421 proceeds to step 426. In step 426, whether a sub-zone needs to be established is determined. If no sub-zones need to be established, then method 421 ends in step 431. If a sub-zone needs to be established, then the sub-zone is defined in step 427. In step 428, the sub-zone is associated with the zone. In step 429, a sub-zone type is determined for the sub-zone, i.e., whether the sub-zone is "inclusion" or "exclusion". In step 430, whether all sub-zones have been established is determined. If all sub-zones have not been established, then method 421 returns to step 427. If all sub-zones have been established, then method 421 ends in step 431. Steps 424 and 427 are performed as will be further described in FIG. 4C.

Referring to FIG. 4C, method 432 for defining a polygon for a zone or sub-zone is described in further detail. Method 432 starts at step 433. In step 434, a point location of the supervisor device is determined as previously described. In step 435, the determined point location is recorded in the supervisor device. In step 436, a decision is made as to whether or not to record additional points as corners of the polygon referencing a zone or subzone. If additional points are to be recorded, then method 432 returns to step 434. In a preferred embodiment, the supervisor moves along a desired path and determines and records the set of point locations. The set of point locations are endpoints for sides of a polygon for the zone or sub-zone. In this embodiment, the supervisor ends the determination and recording of the set of point locations at the last point location along the desired path and the polygon is closed to the first point.

If no additional points are to be recorded then the process moves to step 437. In step 437, the polygon is closed to the first point location.

In step 438, the determined zone or sub-zone is displayed as a preview. In step 439, whether the displayed zone or sub-zone is to be saved into memory is determined. If not saved into memory, then the displayed zone or sub-zone is cleared in step 440 and method 432 returns to step 434. If the displayed zone or sub-zone is saved into memory, then method 432 ends in step 441.

Referring to FIG. 5A, user set-up method 500 for a user application using a VGZ application is described. In step 501, user device 205 connects to VGZ server 201 and requests the user application. In step 502, the requirements of user device 205 are determined. In step 503, the user application is downloaded. In step 504, the user application is installed. In step 505, the user application is started. In step 506, a set of user information that includes a user ID and a user verification is entered into the user application to establish a user account. In step 507, the set of user information is sent to VGZ server 201 and to request the user account. In step 508, VGZ application 208 establishes the user account by saving the set of user information in the user database. In step 509, VGZ server 201 sends a confirmation to user device 205. In step 510, the confirmation is displayed on user device 205.

In step 511, the coordinates of a set of zones are determined from each supervisor account of each zone of the set of zones. In step 512, the coordinates of the set of zones are sent to user device 205. In step 513, user device 205 saves the coordinates of the set of zones into memory. In step 514, a confirmation is sent to VGZ server 201. In step 515, VGZ server 201 saves the user to each of the supervisor accounts for each zone. In step 516, the actions for each zone are determined from the supervisor database. In step 517, the actions for each zone are sent to user device 205. In step 518, the actions for each zone are

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saved to the memory of user device 205. In step 519, the user application on user device 205 monitors the location of user device 205 at predetermined time intervals in order to determine if the user device engages, i.e., is near, at, or within a zone, as will be further described in FIG. 5B. In a preferred embodiment, a user associated with user device 205 can activate the intermittent monitoring of the location of user device 205 in step 519 at any time. In this embodiment, any zone may be discoverable as will be further described in FIG. 5B. In step 520, if user device 205 engages, i.e., is at or within the zone, then the actions for the engaged zone are displayed on user device 205.

Referring to FIG. 5B, method 521 for monitoring a location of a user device to determine an engagement of the user device with a zone is described in further detail. In step 522, a location of the user device is determined as previously described. In step 523, a velocity of the user device is determined. In a preferred embodiment, the velocity of the user device is determined by determining a set of locations and a time period between a first location and a second location. In this embodiment, each position n is a set of latitudinal, longitudinal pairs (x_n, y_n) . In this embodiment, velocity is calculated by:

$$v_n = \frac{\Delta d_n}{\Delta t_n} \quad \text{Eq. 1}$$

$$\Delta d_n = \sqrt{(x_n - x_{n-1})^2 + (y_n - y_{n-1})^2} \quad \text{Eq. 2}$$

where v_n is the velocity of the user device, Δd_n is the distance from location (x_{n-1}, y_{n-1}) to location (x_n, y_n) , and Δt_n is the time period between the determination of location (x_{n-1}, y_{n-1}) and location (x_n, y_n) . In other embodiments, a plurality of locations is determined, a time period between each of the plurality of locations is determined, and the velocity of the user device is determined using Eq. 1 and Eq. 2.

In step 524, a direction of travel of the user device is determined from the set of locations. In step 525, a frequency of sampling is set. In a preferred embodiment, the frequency of sampling is the frequency with which method 521 determines the location of the user device and a predicted path of the user device as will be further described below.

In step 526, a clock is started to maintain a time constant. In step 527, the predicted path of the user device is determined by plotting a spline of a set of predicted positions (x_p, y_p) of the user device using the set of locations, the velocity at each of the set of locations, and using the following equations:

$$x_p = \frac{1}{2} a_x t^2 + v_{x_o} t = \frac{(v_{x_o} + v_{x_p})t}{2} \quad \text{Eq. 3}$$

$$y_p = \frac{1}{2} a_y t^2 + v_{y_o} t = \frac{(v_{y_o} + v_{y_p})t}{2} \quad \text{Eq. 4}$$

where x_p is the latitudinal distance, y_p is the longitudinal distance, a_x is the latitudinal acceleration, a_y is the longitudinal acceleration, v_{x_o} is the latitudinal velocity at x_o , v_{y_o} is the longitudinal velocity at y_o , v_{x_p} is the velocity at x_p , v_{y_p} is the longitudinal velocity at y_p , t is time, and (x_p, y_p) is any point on the predicted path. In one embodiment, the predicted path is sent to the VGZ server. In another embodiment, the predicted path remains on the user device.

In step 528, an equation defining the zone is determined. In a preferred embodiment, the zone equation is a mathematical

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function that defines the boundary of the zone. In step 529, the predicted path is compared to the zone equation. In one embodiment, each point of the predicted path is compared to points on the boundary of the zone. In one embodiment, each zone has a latitudinal distance $(x_{max} - x_{min})$ and a longitudinal distance $(y_{max} - y_{min})$ and each point p (x_p, y_p) along the predicted path is compared to the zone to determine if point p along the predicted path is at the boundary or within the boundary of the zone. In this embodiment, for each y_p along the predicted path, x_p is compared to x_{min} and x_{max} of the zone to determine whether the following relationship is true:

$$x_{min} \leq x_p \leq x_{max} \quad \text{Rel. 5}$$

In this embodiment, for each x_p along the predicted path, y_p is compared to y_{min} and y_{max} of the zone to determine whether the following relationship is true:

$$y_{min} \leq y_p \leq y_{max} \quad \text{Rel. 6}$$

In this embodiment, if Rel. 5 and Rel. 6 are true, then point (x_p, y_p) of the predicted path engages, i.e., is at or within the boundary of the zone.

In another embodiment, point (x_p, y_p) of the predicted path is compared to the boundary of the zone using x_{min} , x_{max} , y_{min} , y_{max} to determine whether point (x_p, y_p) is within a predetermined distance from the boundary of the zone to determine whether the zone is “nearby.”

In step 530, whether the predicted path is at, nearby, or within the zone area is determined from the comparison in step 529. In other methods of determining whether the predicted path engages, i.e., is at, within, or nearby the boundary of the zone, may be employed.

In step 531, the direction of the user device is determined. In step 532, the nearby zone is sorted to eliminate any zone that is behind the user device along the direction of travel. In step 533, a nearby distance range D_r is set to a percentage β of the velocity v_n determined in step 523 by:

$$D_r = v_n \beta \quad \text{Eq. 7}$$

Any percentage can be employed. For example, the percentage can be 20%, 50%, or 75%. If the percentage is 50%, then Eq. 7 becomes:

$$D_r = 0.5 v_n \quad \text{Eq. 8}$$

In step 534, the predicted path is modified so that the predicted path extends at the nearby distance range D_r . In step 535, the nearby zones are sorted by the nearby distance range D_r along the predicted path. In step 536, the sorted nearby zones are reported for display.

In step 537, whether each zone has been compared to the predicted path is determined. If each zone has not been compared to the predicted path, then the next zone is retrieved in step 538. Method 521 returns to step 528. If each zone has been compared to the predicted path, then method 521 proceeds to step 539. In step 539, whether the predicted path needs to be updated is determined. In a preferred embodiment, the predicted path is determined at time t_o . In this embodiment, the present time is t_p . In this embodiment, the time elapsed is:

$$t_e = t_p - t_o \quad \text{Eq. 9}$$

If the time elapsed t_e is greater than a predetermined time period, then method 521 returns to step 527. If the time elapsed t_e is less than or equal to the predetermined time period, then method 521 ends in step 540 and any determined nearby zone is sent from the server to the user device and/or displayed on the user device.

Referring to FIG. 6, method 600 for user application 217 is described. In step 601, user application 217 is started on user

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device 205. In step 602, a user verification is entered. In step 603, the user verification is sent to VGZ server 201 to request verification. In step 604, the entered user verification is verified by comparing the entered user verification to a user verification stored in a user database. In step 605, a user verification notification is sent to user device 205 if the user is verified.

In step 606, location information from NAV services system 204 is requested. In step 607, NAV services system 204 determines the location information.

In one embodiment, NAV services system 204 is a GPS system. In this embodiment, the location information includes the position of the GPS satellite and the time at which the GPS signal is sent. Other NAV systems may be employed.

In step 608, NAV services system 204 sends the location information to user device 205. In step 609, a location of user device 105 is determined from the location information. In step 610, a set of actions based on the location of user device 205 is determined. In a preferred embodiment, the location of user device 205 is compared to the zone and the sub-zone to determine if the location of user device 205 engages, i.e., is at or within, the boundary of the zone or the sub-zone. In this embodiment, the location of user device 205 is compared to the zone to determine if the zone is "nearby." If the location of user device 205 engages, then the set of actions of the zone or sub-zone is retrieved from memory. In another embodiment, method 521 is employed. In step 611, the set of actions are displayed on user device 205. In step 612, the location is sent to VGZ server 101.

In step 613, the location is saved as a user event. In step 614, the supervisor account is updated with the user location. In step 615, a notification is sent to supervisor device 203. In step 616, the notification is displayed on user device 203. In step 617, an updated action is entered on supervisor device 203. In step 618, the updated action is sent to VGZ server 201. In step 619, the updated action is saved to the supervisor account. In step 620, an updated action notification is sent to user device 205. In step 621, user device 605 displays the updated action notification. In step 622, the updated action notification is selected. In step 623, the updated action is requested from VGZ server 201.

In step 624, the updated action is sent to user device 205. In step 625, the updated action is saved to the memory of user device 205. In step 626, user device 205 displays the updated action.

Referring to FIG. 7A, method 700 for push updating actions is described. In this embodiment, the updated action is directly pushed to user device 205. In step 701, an updated action is entered into supervisor device 203. In step 702, the updated action is sent to VGZ server 201. In step 703, the updated action is saved to the supervisor account. In step 704, the updated action is sent to user device 205. In step 705, the updated action is saved to the memory of user device 205. In step 706, user device 205 displays an updated action notification. In step 707, the updated action notification is selected. In step 708, the updated action is displayed on user device 205. In step 709, a receipt confirmation is sent to VGZ server 201. In step 710, the receipt confirmation is saved to the supervisor account as a user event. In step 711, a receipt notification is sent to supervisor device 203. In step 712, the receipt notification is displayed on supervisor device 203.

Referring to FIG. 7B, method 713 for verifying and monitoring a user device location in a zone and a sub-zone is described. In step 714, supervisor device 203 sends a request for a user device location to VGZ server 201. In step 715, VGZ server 201 sends the request for a user device location to

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user device 205. In step 716, user device 205 requests location information from NAV services system 204. In step 717, NAV services system 204 determines the location information. In step 718, NAV services system 204 sends the location information to user device 205. In step 719, user device 205 determines the location of user device 205. In step 720, user device 205 sends the location to VGZ server 201. In step 721, VGZ server 201 verifies the location by comparing the location to the zone and the sub-zone to determine if the location engages, i.e., is at or within the boundary of the zone or sub-zone. In one embodiment, method 521 is employed. In step 722, VGZ server 201 sends the location and a location verification to supervisor device 203. In step 723, VGZ server 201 saves the location and the location verification to the supervisor account. In step 724, supervisor device 203 displays the location. In step 725, supervisor device 203 displays the location verification.

In another embodiment, steps 716, 717, 718, 719, 720, 721, 722, 723, 724, and 725 are repeated to constantly monitor and verify the location of user device 205 from supervisor device 203.

Referring to FIG. 8, method 800 describes a user tour process. In step 801, a user starts user application 217 on user device 205. In step 802, user application 217 requests the user to authenticate (login) and the user enters a set of credentials for authentication verification. In step 803, a request to for authentication verification is sent to VGZ server 201. In step 804, VGZ server 201 verifies the user credentials. In step 805, a user authentication verification is sent to user device 205. In step 806, the user is authenticated and the verification is displayed on user device 205.

In step 807, the user clocks-in by requesting a clock-in from VGZ server 201. In step 808, the clock-in request is sent to VGZ server 201. In step 809, VGZ server 201 processes the clock-in request and saves a clock-in entry in system log database 234. In step 810, VGZ server 201 must verify the user is within a zone where the user can clock-in and initiates a location verification of user device 205.

In step 811, location information from NAV services system 204 is requested. In step 812, NAV services system 204 determines the location information.

In one embodiment, NAV services system 204 is a GPS system. In this embodiment, the location information includes the position of the GPS satellite and the time at which the GPS signal is sent. Other NAV systems may be employed.

In step 813, NAV services system 204 sends the location information to user device 205. In step 814, a location of user device 205 is determined from the location information. In step 815, the location of user device 205 is sent to VGZ server 201.

In step 816, VGZ server 201 verifies if user device 205 is within a login zone boundary as previously described. In step 817, if the user is within bounds of the login zone, the user is verified and clocked-in, and the verification is sent to user device 205.

In step 818, a request to start a tour is sent to VGZ server 201. In step 819, VGZ server 201 save a tour start entry in system log database 234. In step 820, a tour start verification instruction is sent to user device 205. The tour begins in step 821.

In step 822, the user checks-in at a checkpoint. In one embodiment, the user checks-in manually as previously described.

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In step **823**, the check-in location of user device **205** is sent to VGZ server **201**. In step **824**, VGZ server **201** saves the check-in location of user device **205** as a check-in log entry in system log database **234**.

In another embodiment, user device **205** is automatically checked-in at a checkpoint zone by a set of actions. In step **825**, a set of actions based on the location of user device **205** is determined and displayed on user device **205**. In a preferred embodiment, the location of user device **205** is compared to a checkpoint zone and sub-zone to determine if the location of user device **205** engages, i.e., is at or within, the boundary of the checkpoint zone or the sub-zone. In this embodiment, the location of user device **205** is compared to the checkpoint zone to determine if the zone is “nearby.” If the location of user device **205** engages, then the set of actions of the checkpoint zone or sub-zone is retrieved from memory. In another embodiment, method **521** is employed.

In step **826**, the action is executed, i.e., user device **205** generates a check-in notification. In step **827**, the check-in notification is sent to VGZ server **201**. In step **828**, the executed action is saved in system log database **234** as a check-in log entry.

Steps **822**, **823**, **824**, **825**, **826**, **827**, and **828** are repeated for each checkpoint zone on the tour.

In step **829**, a request to end the tour is sent to VGZ server **201**. In step **830**, VGZ server **201** saves a tour end log entry in system log database **234**. In step **831**, VGZ server **201** sends a tour end verification to user device **205**. In step **832**, the end tour verification is displayed on user device **205**.

In step **833**, a request to clock-out is generated on user device **205**. In step **834**, the request to clock-out is sent to VGZ server **201**. In step **835**, VGZ server **201** processes the clock-out request and saves a clock-out entry in system log database **234**.

In step **836**, the clock-out request is verified. In this step, steps **810**, **811**, **812**, **813**, **814**, **815**, **816**, and **817** are repeated.

In step **837**, VGZ server **201** sends a clock-out verification to user device **205**. In step **838**, the clock-out verification is displayed on user device **205**.

Referring to FIG. 9, method **900** for determining whether a present tour is on time by VGZ application **208** is disclosed. In step **901**, the present tour starts. In step **902**, a set of present tour date is collected. In step **903**, a set of historical tour data is retrieved from system log database **234**. In step **904**, the set of present tour data is compared to the set of historical tour data on a zone by zone basis. In one embodiment, an average time elapsed between each checkpoint zone of the set of historical tour data is compared to the current time elapsed between each checkpoint zone in the same sequence of zones. In one embodiment, a supervisor determines the time parameters used for comparison to determine whether the present tour is one time.

In step **905**, VGZ application **208** determines the present tour is on time. If the present tour is on time, then method **900** proceeds to step **907**. If the present tour is not on time, then a predetermined action set by a supervisor is executed in step **906**. In one embodiment, the present tour is not on time if the current time is greater than the predetermined time parameter. In another embodiment, the present tour is not one time if the current time is less than the predetermined time parameter.

In one embodiment, the action includes a notification. The notification is in the form of a phone call, a text message, an email, a blinking notification, an alarm notification or any combination thereof. In other embodiments, other notifications are employed.

In one embodiment, the action is a notification sent to user device **205** stating that the tour is not on time.

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In another embodiment, the action is a notification sent to supervisor device **203** stating that the tour is not on time.

In another embodiment, the action is a notification sent to supervisor device **203** and user device **205** stating that the tour is not on time.

In step **907**, whether the present tour is done is determined. In a preferred embodiment, if an end tour verification has been sent, as previously described, then the present tour is done. In this embodiment, if an end tour verification has not been sent, then the present tour is not done. If the present tour is not done, then method **900** returns to step **902**. If the present tour is done, then method **900** ends in step **908**.

It will be appreciated by those skilled in the art that modifications can be made to the embodiments disclosed and remain within the inventive concept. Therefore, this invention is not limited to the specific embodiments disclosed, but is intended to cover changes within the scope and spirit of the claims.

The invention claimed is:

1. In a system comprising a network, a server connected to the network, a supervisor device connected to the network, and a user device connected to the network, the server programmed to store and execute instructions that cause the system to perform a method comprising the steps of:

receiving, by the supervisor device, a first set of points;
defining, by the supervisor device, a zone from the first set of points;
receiving, by the supervisor device, a second set of points within the zone;
defining, by the supervisor device, a sub-zone from the second set of points;
defining, by the supervisor device, a set of actions for the zone;
defining, by the supervisor device, a predetermined time for the zone;
receiving, by the user device, a location of the user device;
comparing, by the server, the location of the user device to a location of the zone;
receiving, by the user device, a time for the location of the user device;
comparing, by the server, the time to the predetermined time for the zone;
executing, by the user device, the set of actions if the location of the user device engages the zone; and,
generating, by the server, a notification if the time is greater than the predetermined time.

2. The method of claim 1, further comprising the steps of: comparing, by the user device, the location of the user device to a location of the sub-zone; and,
executing, by the user device, the set of actions if the location of the user device is within the sub-zone.

3. The method of claim 2, wherein the step of defining a sub-zone by the supervisor device further comprises the steps of:

defining, by the supervisor device, an “exclusion” zone;
receiving, by the supervisor device, a subset of excluded actions from the set of actions; and,
associating, by the supervisor device, the subset of excluded actions with the exclusion zone.

4. The method of claim 1, further comprising the step of periodically monitoring, by the user device, the location of the user device.

5. The method of claim 1, further comprising the step of sending, by the supervisor device, the notification to the user device.

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6. The method of claim 1, further comprising the step of sending, by the supervisor device, the notification to the supervisor device.

7. The method of claim 1, wherein the step of executing further comprising the step of receiving, by the server, a check-in notification for the user device.

8. The method of claim 7, further comprising the steps of: receiving, by the server, an end tour request for the user device;

comparing, by the server, the end tour request to the check-in notification; and,

sending, by the server, an end tour verification to the user device if the end tour request is equal to the check-in notification.

9. The method of claim 1, further comprising the steps of: defining, by the supervisor device, a set of zones from the first set of points;

defining, by the supervisor device, an order for the set of zones;

receiving, by the server, a set of check-in notifications;

comparing, by the server, the set of check-in notifications to the order; and,

generating, by the server, the notification if the set of check-in notifications is not equal to the order.

10. In a system comprising a network, a server connected to the network, a supervisor device connected to the network, and a user device connected to the network, the server programmed to store and execute instructions that cause the system to perform a method comprising the steps of:

receiving, by the supervisor device, a first set of points;

defining, by the supervisor device, a zone from the first set of points;

receiving, by the supervisor device, a second set of points within the zone;

defining, by the supervisor device, a sub-zone from the second set of points;

defining, by the supervisor device, a first set of actions for the zone;

defining, by the supervisor device, a second set of actions for the sub-zone;

defining, by the supervisor device, a first predetermined time for the zone;

defining, by the supervisor device, a second predetermined time for the sub-zone;

determining, by the user device, a location of the user device;

determining, by the user device, a time of the location of the user device;

comparing, by the server, the location of the user device to a location of the zone;

executing, by the user device, the first set of actions if the location of the user device is within the zone;

comparing, by the user device, the location of the user device to a location of the sub-zone;

executing, by the user device, the second set of actions if the location of the user device is within the sub-zone;

comparing, by the server, the time to a first predetermined time for the zone;

generating, by the server, a first notification if the time is greater than the first predetermined time;

comparing, by the server, the time to a second predetermined time for the sub-zone; and,

generating, by the server, a second notification if the time is greater than the second predetermined time.

11. The method of claim 10, further comprising the steps of:

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defining, by the supervisor device, a subset of excluded actions from the first set of actions; and,

associating, by the supervisor device, the subset of excluded actions with the sub-zone.

12. The method of claim 10, further comprising the step of updating, by the supervisor device, the first set of actions.

13. The method of claim 10, wherein the step of defining, by the supervisor device, a first set of actions for the zone further comprises the step of defining, by the supervisor device, a set of checkpoint notifications.

14. The method of claim 10, wherein the step of receiving, by the supervisor device, a first set of points further comprises receiving, by the supervisor device, a set of location information.

15. The method of claim 10, wherein the step of defining, by the supervisor device, a first set of actions for the zone further comprises the step of defining, by the supervisor device, a set of check-in actions.

16. The method of claim 10, further comprising the steps of:

periodically monitoring, by the user device, the location of the user device; and,

periodically determining, by the user device, if the location of the user device is within the zone.

17. The method of claim 10, wherein the step of defining a zone by the supervisor device further comprises the step of determining, by the supervisor device, a zone type selected from the group of an "exclusion" zone and an "inclusion" zone.

18. The method of claim 10, wherein the step of defining a sub-zone by the supervisor device further comprises the step of determining, by the supervisor device, a sub-zone type selected from the group of an "exclusion" sub-zone and an "inclusion" sub-zone.

19. A system for interacting with a user, comprising:

a network;

a server, connected to the network,

a supervisor device connected to the network,

a user device, connected to the network,

the supervisor device programmed to carry out the steps of:

receiving a first set of points;

defining a set of zones from the first set of points;

receiving a second set of points within the zone;

defining a sub-zone from the second set of points;

receiving a set of actions related to the set of zones;

receiving a set of predetermined times for the set of zones;

the server programmed to carry out the steps of:

sending the set of zones and the set of predetermined times to the user device;

sending the set of actions to the user device;

comparing the location of the user device to locations of the set of zones;

comparing the time to the set of predetermined times;

the user device programmed to carry out the steps of:

determining a location of the user device;

executing the set of actions, if the location of the user device is engaged with the set of zones;

determining a time for the location of the user device;

generating a notification if the time is different than the set of predetermined times.

20. The system of claim 19,

wherein the supervisor device is programmed to carry out the steps of:

defining the set of actions; and,

defining the set of predetermined times.

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21. The system of claim 19, wherein the supervisor device is further programmed to carry out the steps of:

receiving a subset of excluded actions from the set of actions; and,
associating the subset of excluded actions with a zone of the set of zones. 5

22. The system of claim 19, wherein the user device is further programmed to carry out the steps of:

monitoring the location of the user device at a predetermined frequency; and,
altering the predetermined frequency, based on a velocity of the user device. 10

23. The system of claim 19, wherein the user device is further programmed to carry out the steps of:

determining a forward path for the user device;
identifying a subset of zones of the set of zones along the forward path; and,
displaying the subset of zones. 15

24. The system of claim 21, wherein the supervisor device is further programmed to carry out the step of determining an "exclusion" zone. 20

25. The system of claim 19, wherein the set of actions is a set of checkpoint notifications.

26. The system of claim 19, wherein the server is further programmed to carry out the steps of: 25

collecting a set of present tour data for a present tour;
retrieving a set of historical tour data;
comparing the set of present tour data to the set of historical tour data; and,
executing a set of notifications if the present tour is on-time. 30

27. The system of claim 19, wherein the step of generating further comprises the step of generating the notification if the time is greater than the set of predetermined times.

28. The system of claim 19, wherein the step of generating further comprises the step of generating the notification if the time is less than the set of predetermined times. 35

29. A method of a user device connected to a network, the method comprising:

receiving, by the user device and from a server associated with a zone, a first set of points, a second set of points, and a set of actions; 40

wherein a zone is defined from the first set of points by defining the first set of points as a set of vertices for the zone;

wherein a sub-zone is defined from the second set of points; wherein a predetermined time interval is defined for the zone; 45

receiving, by the user device, a location of the user device;

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comparing, by the user device, the location of the user device to a location of the zone;

executing, by the user device, the set of actions delivered from the server associated with the zone, if the location of the user device is within the zone;

wherein a time is received for the location of the user device;

wherein the time is compared to the predetermined time for the zone; and,

wherein a notification is generated if the time is greater than the predetermined time.

30. In a system comprising a network, a server connected to the network, a supervisor device connected to the network, and a user device connected to the network, the server programmed to store and execute instructions that cause the system to perform a method comprising the steps of:

receiving, by the user device, a first set of points and a second set of points within a zone;

wherein the zone is defined from the first set of points;

wherein a sub-zone is defined from the second set of points;

wherein a first set of actions is defined for the zone;

wherein a second set of actions is defined for the sub-zone;

wherein a first predetermined time is defined for the zone;

wherein a second predetermined time is defined for the sub-zone;

determining, by the user device, a location of the user device;

wherein a time of the location of the user device is determined;

comparing, by the user device, the location of the user device to a location of the zone;

executing, by the user device, the first set of actions if the location of the user device is within the zone;

comparing, by the user device, the location of the user device to a location of the sub-zone;

executing, by the user device, the second set of actions if the location of the user device is within the sub-zone;

wherein the time is compared to a first predetermined time for the zone;

wherein a first notification is generated if the time is greater than the first predetermined time;

wherein the time is compared to a second predetermined time for the sub-zone; and,

wherein a second notification is generated if the time is greater than the second predetermined time.

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